



EXECUTIVE GUIDE

Key Innovations Addiction Treatment Organizations Need Today

Maximize clinical, operational, and
financial outcomes

nextgen
healthcare

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Determining the right technology platform for your addiction treatment and recovery organization requires a thorough understanding of your clinical, operational, and financial goals. Clinics need an innovative and sophisticated enterprise platform that not only helps providers of medication-assisted treatment (MAT) and other therapies engage patients more effectively, but also captures your full revenue potential.

In this guide, we'll discuss integrated solutions that are easy to use yet sophisticated enough to help you meet today's complex addiction treatment infrastructure and billing challenges.

In 2020 alone, there were 69,586 opioid overdose deaths in the United States which accounted for 75% of overall drug overdose deaths in the nation.

CHAPTER 1

PRACTICE MANAGEMENT

Automate tasks and support your entire enterprise

For addiction treatment organizations to succeed in today's economic and employment climate, you need to accomplish more, in less time, with less overhead. A practice management solution that reduces time-consuming tasks can help users catch claim errors and denials early and fix them quickly— while supporting the unique billing requirements of complex commercial payers.

NextGen® Enterprise PM is an award-winning practice management platform that unifies your workflow across the revenue cycle so your organization can run more efficiently, while providing the real-time data and key performance indicators you need to make intelligent business decisions. Assess your A/R, manage your month-end closing, analyze your payer mix, and ensure a healthier cash flow using customized financial reports.



“By adopting NextGen Enterprise, we started immediately billing so much cleaner; with the edits in place, the turnaround time was much faster. Within one year, our days in A/R dropped to 13 on average—and has stayed there for almost three years now.”

Antonio Hayworth

Billing Supervisor
Greenville Rancheria



NextGen Enterprise PM is a highly configurable system that can help your organization succeed:

- Easily generate and deliver automatic daily, weekly, and month-end reports—and spend less time aggregating information
- Track your enterprise-wide performance and monitor workflow and user productivity
- Gain powerful insights and eliminate guesswork by revealing underperforming areas
- Leverage line-item-level drill-down capabilities within interactive reporting capabilities
- Easily print, save, and export any report to Microsoft Excel, PDF, HTML standard formats, and ASCII

Advanced scheduling tools and auto-flow sequences allow you to improve check-in, registration, and checkout processes:

- Scheduling – Connect multiple locations with centralized and flexible appointment booking tools, configured to your calendar needs.
- Registration – Quickly capture demographics, medical history, HIPAA privacy notices, and insurance information in one place. Scan and store multiple insurance cards. Capture complete data using customized registration fields.
- Checkout – Easily schedule follow-up appointments or implement recall plans. Enter charges, run edits to check for claim errors, collect any outstanding balances, and produce electronic receipts.

NextGen Enterprise PM can help you achieve your business goals more quickly and easily— which allows your team to reallocate services and deliver person-centered treatment plans.

REVENUE CYCLE MANAGEMENT

Maximize reimbursement with revenue cycle management (RCM) tools and services

Addiction treatment and recovery centers need to achieve faster, more effective revenue cycle management to maximize financial results. Errors at the front desk, such as incorrect client demographic information, are among the most common reasons for claim denials. Get the information right the first time with integrated health IT solutions. Feel confident that your staff is well equipped to:

- Register clients accurately
- Identify the right insurance provider and pinpoint the right plan
- Determine the amount clients owe out-of-pocket and collect it

Underpayments occur when the cost of providing care does not equate to the reimbursement received for delivering that care. They are often the result of miscommunication between insurance payers and clinics as well as contractual, billing, and coding errors. Underpayments are a reoccurring financial management challenge addiction treatment centers face and can be a source of significant revenue loss. Payment variance reports executed by one's electronic health record system can be an efficient way to reveal discrepancies between estimated payments and those received. Automating processes across the revenue cycle is another way to better manage those discrepancies.

Automation of the revenue cycle can ensure claims are billed at the actual contracted amount, coded accurately, and processed as quickly as possible. Consider the following solutions for overcoming payment challenges:

- **Cost estimation tool**—know how much a patient will be responsible to pay as early as them walking in the door to get reimbursed in a timely manner
- **Claims intelligence engine**—scrubs each claim, formatting it per payer specifications, double-checking for any issues, and getting it ready to go to the clearinghouse
- **Clearinghouse software**—includes built-in intelligence for editing claims and automates claim statuses with predictive remit data
- **Financial analytics**—helps businesses understand A/R trends and uncovers underlying reasons why there are increases in A/R days

Billing management tools are great, but sometimes having an expert team of support outside your organization can create more bandwidth for your team to achieve financial goals. With the right support, users can reduce the time and cost to resolve claims, denials, and accounts receivable (A/R) challenges:

- Create, process, send, and adjudicate claims directly within the software
- Automate manual claims processing and claims management tasks
- Check claims for missing data and errors before electronic submission and resolve issues faster by configuring automated tasking to alert claims specialists about problems
- Easily access the data needed to analyze, prevent, and manage denials

We can help your team better manage your revenue cycle in-house, with your own resources, or through NextGen RCM Services that enable your organization to outsource some or all of the process to maximize your results.



Thrive and grow by preventing denials, increasing net collections, improving the velocity of collections, reducing A/R days, and enhancing the patient experience.

“ NextGen [Healthcare] has helped us with our financial outcomes. With the reporting that it has, we're able to see a lot of the issues that happen now or could potentially happen, and that impacts us in a big way. ”

Maria Zendejas
Billing Director
Altura Centers for Health

INTEROPERABILITY

Share vital patient data in and outside your organization

Interoperability is key to the functionality of addiction treatment organizations. The inability to share vital patient data with care teams can lead to an incomplete picture of patient health and negatively impact outcomes. For enterprise-level organizations, proper data management is essential. Keys to effective data management include:

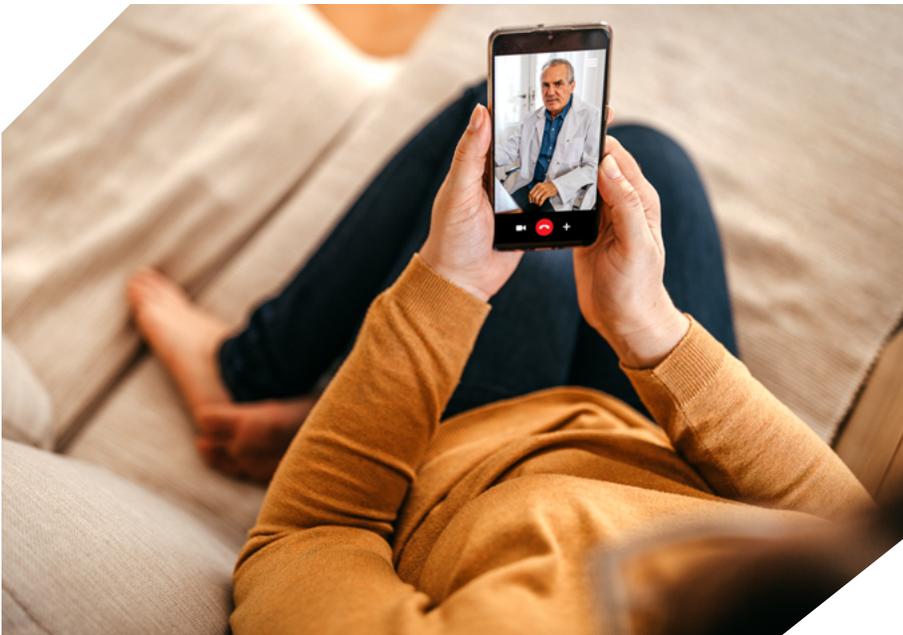
- **Data Access:** Consent management and protected data constraints
- **Data Platform:** Patient matching, configurable data views, data normalization, and master data management
- **Delivery:** Automated workflows and client subscriptions, business and clinical workflow integration

Connect with patients on any device and maintain productive engagements, whether patients see you in the office or via video.

PATIENT ENGAGEMENT

Engage your patients with a convenient and accessible platform

Online access is reshaping care delivery. Your addiction treatment organization needs a ‘digital front door’ that makes it easy for patients to engage with you and take charge of their own health. Solutions that reinforce health and safety, meet consumer demand, and advance efficiency can attract new patients and help you stay competitive.



One way to meet rising expectations—open up better avenues of communication between patients and the services you provide. Tools are available to help you communicate more effectively. The NextGen® Patient Experience Platform can keep your clinicians and staff on the same page throughout the patient’s journey.

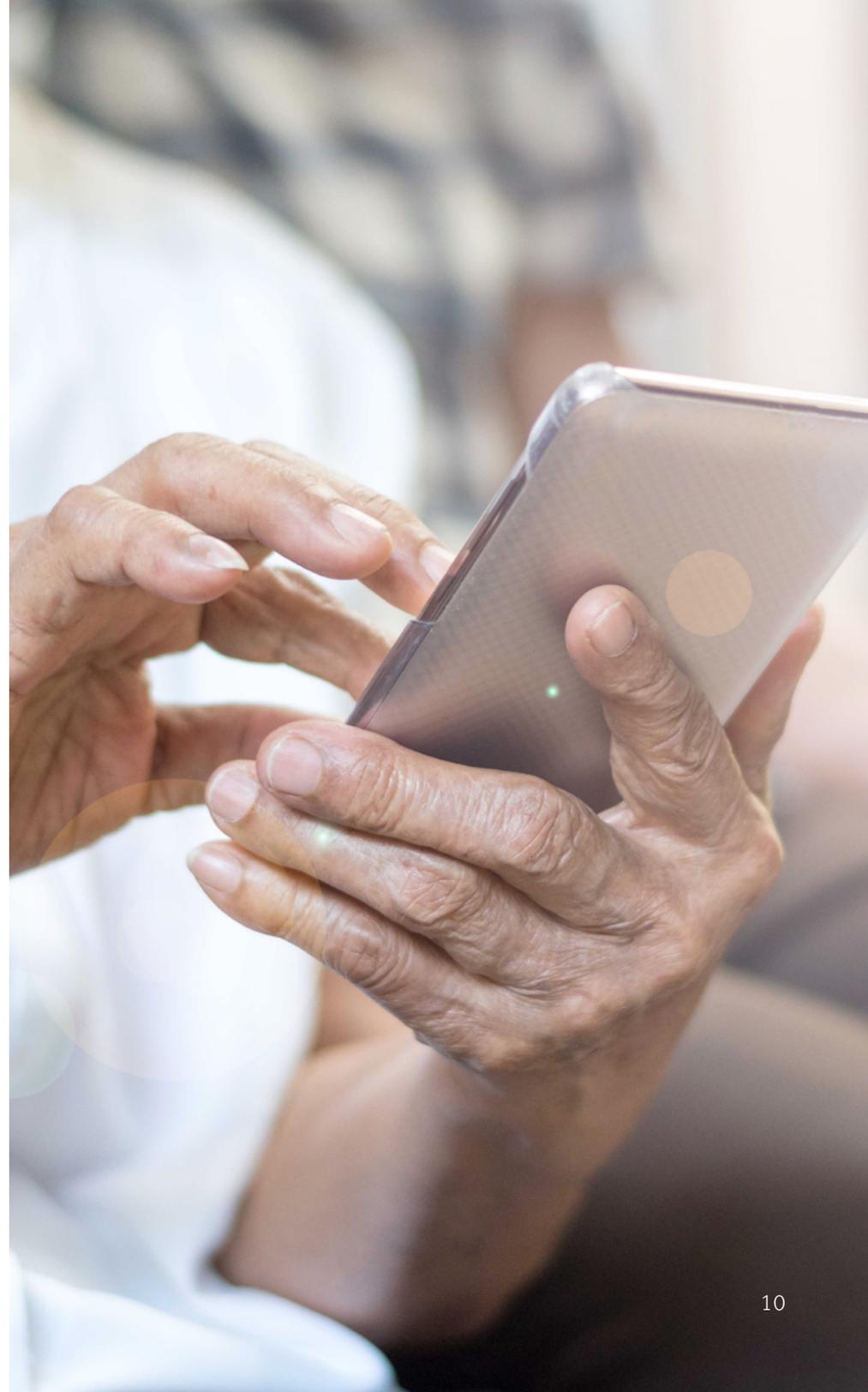
- Make it easier for patients to engage with your organization via a robust engagement platform that motivates individuals to participate in their health
- Strengthen patient-provider relationships with virtual visits fully integrated into your enterprise EHR—with the option to offer virtual group therapy sessions
- Use remote patient monitoring to improve outcomes for patients with chronic care conditions
- Decrease staff time spent on tedious tasks and reduce no-shows with online self-scheduling, appointment reminders, bill pay, and Rx refill requests
- Reduce waiting room time by enabling patients to confirm personal information, complete intake forms, and provide insurance information online or on their smartphone before their arrival

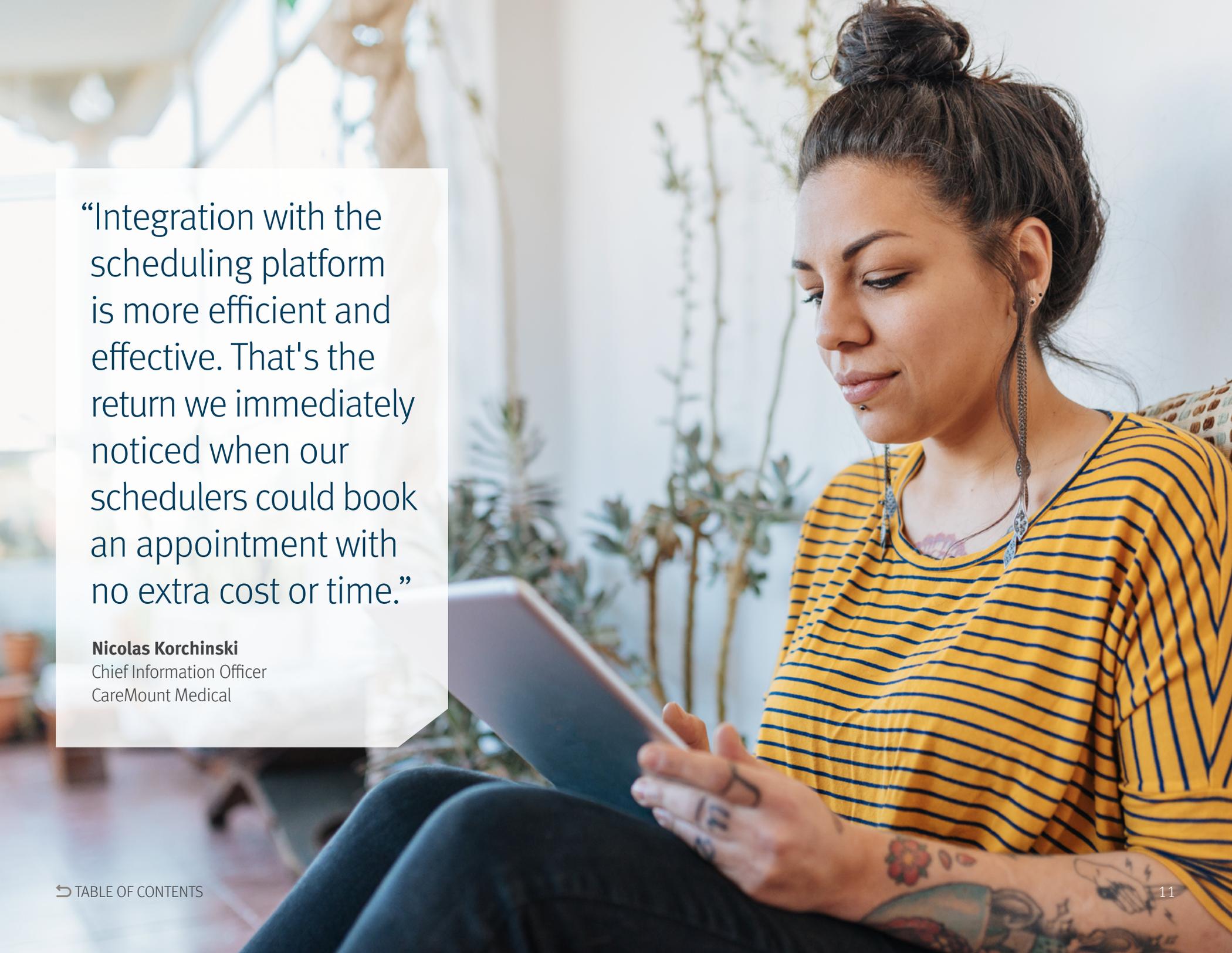
Patient-Reported Outcomes (PROs)

As addiction treatment centers continue toward patient-centric care models, providers will need robust tools to measure elements of care that are most important to patients and providers. Patient-reported outcome measures seek to comprehensively capture these important outcomes in an effort to support sustainable recovery.

Clinect PROs—a Clinect Healthcare solution in partnership with NextGen Healthcare— makes it easier for your organization to collect PROs. Allow patients to respond to PRO requests through text, email, in-office tablets, or on their mobile device—anytime, anywhere. With Clinect PROs, your organization can:

- Achieve a more detailed understanding of a patient's symptoms and emotional state to determine a personalized care plan
- Ensure patient touchpoints throughout the patient's treatment
- Enable patients to provide their view of outcomes from either your clinic or at home
- Provide critical clinical data to providers before discussions with patients
- Alert providers to response thresholds in real time
- Automatically capture patient condition data to facilitate insurance pre-authorization
- Save valuable personnel time and focus more on patient care
- Standardize assessment processes
- Improve clinical outcomes



A woman with dark hair in a bun, wearing a yellow and blue striped shirt, is sitting and looking at a tablet. She has several tattoos on her arms and is wearing large earrings. The background is a bright, indoor setting with plants.

“Integration with the scheduling platform is more efficient and effective. That's the return we immediately noticed when our schedulers could book an appointment with no extra cost or time.”

Nicolas Korchinski
Chief Information Officer
CareMount Medical

CHAPTER 5

WHOLE-PERSON CARE

Achieve a person-centered approach to recovery

NextGen Healthcare offers enterprise solutions that can roll all your services onto a single platform to better navigate complex regulatory requirements and efficiently manage reporting and reimbursements.

“As we continue transitioning to an integrated care model, it’s critical we have an EHR system that supports both behavioral health and physical care services. NextGen Healthcare provides the only platform that could check all those boxes for us and offers interoperability and robust integrated medical records that enable us to deliver whole-person care to our community.”

Rob Ryan

President and CEO
Bowen Center

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Our system is integrated with Methosoft—a software leader in the automation of dispensing methadone.

With enterprise capabilities, you can:

- Maximize financial performance and capture revenue at the lowest cost
- Report with autonomy and meet federal and state data reporting requirements
- Increase efficiency and mobile crisis team outreach by documenting on smartphones or tablets
- Facilitate better care coordination with streamlined interoperability
- Simplify documentation with one solution for mental health, addiction treatment, human services, physical and oral health, and foster care
- Save valuable time, build consumer engagement, and get reimbursed faster
- Identify high-risk, high-cost patients with population health management

What's more: utilizing our patient engagement platform integrated into the EHR, you can track social determinants of health, and keep uniformity in your system so clinicians, physicians, and staff remain on the same page throughout the patient's journey.

BETTER STARTS HERE.

Contact us at 855-510-6398 or results@nextgen.com

More than 400 behavioral health and integrated care organizations leverage NextGen Healthcare to improve care coordination and clinical outcomes, reduce administrative burden and errors, improve financial health, and expand patient access and engagement.