

# Build a Stronger Practice and a Better Patient Experience with NextGen® EDI

Improve financial management and patient engagement using integrated tools for electronic data transfer

Patients expect healthcare providers to deliver service comparable to what they experience with retail merchants, banks, and other consumer-friendly businesses. Physician practices that provide cost transparency, a smooth billing experience, and clear communication are more likely to achieve success. However, providing this level of service demands your practice transmit significant amounts of data efficiently and accurately.

Electronic data interchange (EDI) refers to the transfer of data between healthcare organizations, insurers, and patients using specific formats and rules. NextGen® EDI is a suite of tools that **enables and automates data transmission between your practice and insurance payers and patients**. Collectively, these tools support effective revenue collection, access to financial and operational analytics, efficient delivery of service, and greater convenience and cost transparency for patients.

NextGen® EDI helps you:

- Automate time-consuming manual tasks
- Perform electronic data transfer and data sharing
- Manage claims with greater ease and accuracy
- Improve patient engagement with your practice

## Strengthen financial performance

NextGen® EDI integrates with NextGen® Enterprise PM to boost performance. **It links your practice management system with the claims clearinghouse** and incorporates tools to support the management of your practice's revenue and financial analytics.

## Improve patient access

Accommodate patients' needs to fit healthcare into their busy lives. Provide convenient and easy ways for them to engage with your practice. Send appointment reminders and clinical and financial information via each patient's preferred communication channel.

## Implement patient-centric billing

Patient payments are more critical than ever to supporting physicians, staff, and the entire practice. Increasingly, balances due fall to patient deductibles. This trend holds regardless of medical practice size or specialty. Twenty-nine percent of covered workers were enrolled in a high deductible health plan in 2022.<sup>1</sup>

That's why your practice needs a revenue cycle workflow centered on the patient that uses a combination of **integrated financial and engagement tools**. By helping patients understand their financial obligations, why and what they owe, along with how to pay, you eliminate questions to staff and anxiety for patients.

## A process to create greater efficiency and standardization

NextGen Healthcare subject matter experts assess gaps in service, product, and efficiency. They will make recommendations that will incorporate industry standards, regulatory requirements, and NextGen Healthcare's proven practice workflows into your system. These improvements create a more standardized system that eases adoption by staff and providers, and allows for easier template changes, updates, and overall support.

# The NextGen EDI solutions portfolio

*The solutions described below are all part of NextGen® EDI. You can customize your NextGen EDI solutions package to meet your specific organizational and business goals.*

## NextGen® EDI Messaging

This messaging solution makes it easy to send out targeted appointment reminders, balance due notifications, practice announcements, recall alerts, patient satisfaction surveys, and more. Automate the process of sending out messages and **accommodate the patient's communication preferences**—phone, email, or text.

## NextGen® Eligibility Verification

NextGen® Eligibility Verification provides an electronic connection to several insurance companies and medical plans—enabling you to submit or automate submission of eligibility verification and referral requests:

- **Eligibility Verification** – verify a patient's insurance coverage and process information before scheduling an appointment; the results of your inquiry flow directly into the patient's chart
- **Referral Requests** – generate a referral number so that the primary care physician (PCP) can send a patient to an authorized specialist
- **Referral History** – view the patient's previous referrals; these include referrals made using NextGen® Real Time Services (RTS)

Note that NextGen Eligibility Verification was formerly called **NextGen RTS**.

## NextGen® In-Line Edits

This solution enables **quick identification of potential claim coding errors** and reduces denials. Automated real-time edits are integrated with existing claim edits and billing workflows within NextGen® Enterprise PM. These edits automatically apply rules from Medicare and other payers. You can also create custom edits at the enterprise, practice, or payer level. Ensure greater claims accuracy, expedite the revenue cycle, and smooth out cash flow.

## Waystar Clearinghouse

Waystar is NextGen Healthcare's preferred clearinghouse partner. Together, NextGen Healthcare and Waystar delivers leading-edge technology that simplifies healthcare payments. We can help your practice automate workflows, empower clinicians and staff, and bring in more revenue, more quickly.

Single sign on from NextGen® Enterprise means you and your staff can log into Waystar Clearinghouse without a separate password while working in the practice management system. This makes it easy to access claims management and billing tools and remittance data. Your practice also has access to Waystar Coverage Detection.

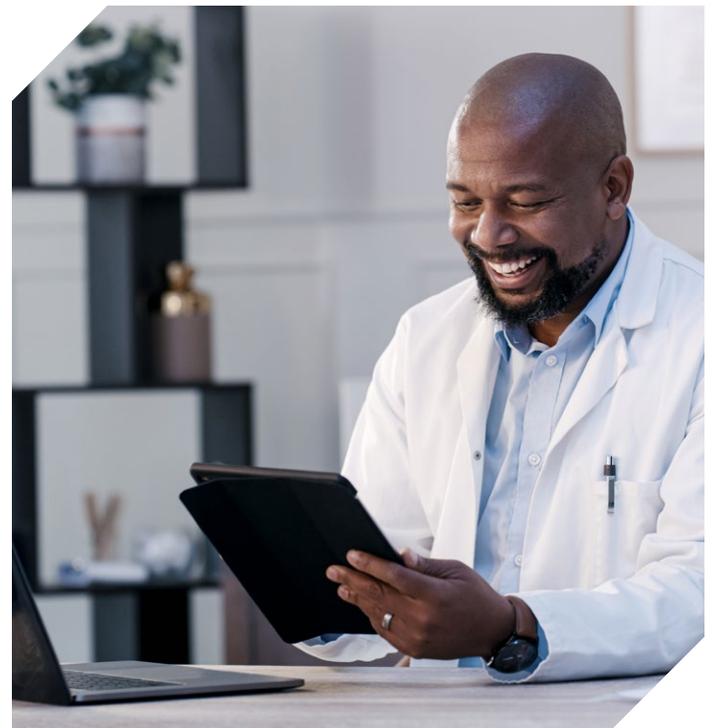
## Waystar Coverage Detection

Patients may present as self-pay when in actuality they have full or partial insurance coverage—only your practice doesn't know about it. For example, a patient's Medicaid application may be filed and confirmed; however, notification is sent to the patient and your practice is never notified. In such instances, your practice may be able to retroactively collect payment. Driven by powerful proprietary financial intelligence based on data from hospitals, health systems, physicians, payers and more, **Waystar Coverage Detection makes finding such coverage fast, easy, and cost effective.**

## NextGen® Financial and Operational Analytics

Understanding your business performance requires a solid foundation in data. NextGen® Financial and Operational Analytics is an easy-to-use platform that provides the foundation in data needed to make decisions that foster stability, growth, and success. A dynamic interface gives you fast access to both financial and operational metrics—with visualizations that make it easy to identify trends and put analytics to use in your practice.

Proprietary data pump technology extracts data from NextGen® Enterprise PM. This data is then cleansed, adapted, and loaded into a unified database. The result: powerful analytics for your business.



## NextGen® Pay Powered by InstaMed

Expanded payment channels are made available through NextGen® Pay powered by InstaMed. Improve the ability of your practice to collect payments from patients. Allow for easy online payment through credit cards, Google Pay, Apple Pay, and other flexible payment options.

NextGen® Pay powered by InstaMed simplifies your patient payment workflow with:

- Integrated credit card and eCheck processing
- Automated payment collection and posting
- Enhanced healthcare and payment information security
- 24/7 online e-check and credit card payments
- Statement notification via email (eStatements)
- A smooth billing and payment experience for patients and staff

## NextGen® Patient Statement Services

You can virtually eliminate the time and effort your staff spends mailing statements. Complete the entire patient statement processing in only minutes. NextGen® Patient Statement Services integrate directly with NextGen® Enterprise PM to communicate balances due. Improve your practice's professional image by offering a high quality, color patient statement complete with return envelope enclosed.

Automate the process of generating and sending out:

- Patient statements and collection letters
- Recall cards and letters
- Communications on healthcare topics
- Announcements
- Patient surveys

In addition, NextGen® Patient Statement Services reports on bad addresses and can implement address updates entered into NextGen® Enterprise.

“NextGen Healthcare has consistently gone above and beyond to address our needs and have become partners in ensuring our success. The team has been responsive, helpful, courteous, attentive, and gets results. That is the kind of team you want to work with.”

**Lisa Perry**  
Systems Analyst  
Wilmington Health

# BETTER STARTS HERE.

Find out more about NextGen EDI and other time-saving, innovative solutions available from NextGen Healthcare. If your medical practice already uses NextGen® solutions, reach out to your account manager. You can also contact NextGen Healthcare at **855-510-6398** or **results@nextgen.com**

<sup>1</sup> 12022 Employer Health Benefits Survey, Kaiser Family Foundation, October 27, 2022. <https://www.kff.org/a642b2c/>.

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