

# EXCELLENT RESULTS

## NEW MULTI-SPECIALTY CLIENTS

These clients take advantage of NextGen® Enterprise Financial Suite or NextGen® Financial Suite Plus or Pro. All three solutions provide a combination of specialty-based support, managed services, and technology to better manage the revenue cycle.

### BILLING AND CLAIMS

4%

#### Reduction in initial charge lag

On average, these clients experienced a 4% decrease in initial charge lag. This key performance indicator (KPI) measures the time between the patient visit and when the first charge for the encounter is entered into NextGen® Enterprise PM. A reduction indicates entering charges is taking less time.

27%

#### Reduction in total charge lag

These clients experienced an average decrease of 27% in total charge lag. This KPI measures how long it takes from the date of the patient visit to process all charges for an encounter.

22%

#### Reduction in initial claims lag

These clients experienced an average 22% decrease in initial claims lag. This KPI measures the number of days from the encounter date to creation of the initial third-party claim.

### COLLECTIONS

3%

#### Increase in payment amount per encounter

On average, these clients experienced a 3% increase in average payment amount per settled encounter.

### ACCOUNTS RECEIVABLE

↓17%

Average reduction of 17% in total days in accounts receivable (A/R)\*

\*This KPI is total A/R, including bad debt, divided by average daily charges during the past 90 days.

### DENIAL TRENDS

↓19%

#### Decrease in denial rate

On average, these clients experienced a decrease of 19% in percentage of claims initially denied by payers. The cost of reworking denials averages \$25.00 per denial.

↓26%

#### Decrease in denial rate when the client uses the NextGen Charge Review Rules Engine

Clients who used the NextGen Charge Review Rules experienced an average 26% decrease in denial rate.

### NEXTGEN RCM SERVICES

Multi-specialty clients achieved these KPIs by partnering with NextGen® RCM Services. All practices have utilized NextGen RCM Services for more than two years.

“With a stronger billing partnership and better analytics, thanks to the NextGen’s RCM Services, we have greater confidence in our ability to capitalize on opportunities and advance our mission.”

**Robert Shaw**  
Chief Operating Officer  
Boston Children’s Health Physicians

### BETTER STARTS HERE

Join the more than 100,000 providers across the United States who use solutions provided by NextGen Healthcare to achieve their goals. Contact us at 855-510-6398 or [results@nextgen.com](mailto:results@nextgen.com).

Because every medical practice is different, there is no guarantee regarding the results your practice may experience.

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