

Wilmington Health Increases Collections and Eases Staff Burdens

THE CHALLENGE

Wilmington Health needed more payment integration in NextGen Enterprise PM to resolve cumbersome payment workflows. The old way of payment collection burdened front and back-office staff members. Patients also wanted a more convenient way to pay their bills.

Inefficiencies of disparate systems and manual payment processes

Wilmington Health wanted to capture patient payment data in NextGen Enterprise PM. Previously, staff pulled reports of all payments processed the previous day and manually keyed the payments into the practice management platform to post each payment to the patients' accounts. Staff spent hours each week recreating that same procedure across more than 20 locations.

The practice also lacked a reconciliation process mapping individual sites to a main account. Staff had to manually search through payments across locations to ensure they were logged correctly or mapped to the correct account.

A need to support payment plans

Increasing patient responsibility meant Wilmington Health saw more patients with higher or past-due balances. Many were interested in payment plan options to pay off bills over time. While the practice offered payment plan options, staff had to administer everything manually because the plans weren't automated. The staff would tell their system to process payments on certain dates by setting up and managing personal calendar reminders to process the payments.

A lack of digital payment options and confusing statements frustrate patients

Wilmington Health knew patients wanted to pay bills from their phones or laptops, but the practice didn't offer an online payment channel. On top of limited payment options, patients found their billing statements busy and were often overwhelmed by the amount of information included. Rather than sorting through the text, patients would call the office to ask questions or to figure out how to pay. This led to a larger call log and additional keyed-in payments.

THE SOLUTION

Wilmington Health looked to NextGen's integrated **InstaMed** solution to improve day-to-day workflows with integrated payments in NextGen Enterprise PM to streamline patient collections with online payments, automation, eStatements, and self-service payment plans.

CLIENT PROFILE

Wilmington Health

Wilmington Health is a physician-owned primary care and multi-specialty medical practice. This industry leader in quality care offers services in Wilmington and Southeastern North Carolina.

NEXTGEN HEALTHCARE SOLUTIONS

- NextGen® Pay
powered by InstaMed
- NextGen® Enterprise PM

HIGHLIGHTS

10% **Increase** in overall patient payment transactions

209% **Increase** in payment plan transactions

159% **Increase** in payment plan volume

11% **of statements** sent electronically

With NextGen Pay, staff can collect payments and remain payment card industry (PCI) compliant in remote environments.

“I think the biggest theme of working with InstaMed for me has been the importance and focus on meeting the patient where they are—a great thing for us, leading to increased collections and patient satisfaction,” said Nicole Rigo, central business office supervisor at Wilmington Health.

NextGen Pay automates payment posting and reconciliation

Wilmington Health chose InstaMed as an integrated healthcare payments partner with NextGen Healthcare. With NextGen Pay, staff can view clinical and payment information for patients in one place. Plus, the integration has made it easier for staff to post and reconcile payments. Hours are saved each week in staff time with automated payment posting and reconciliation.

“Our previous processes made it very difficult and time-consuming to post payments, as well as go back to try to research and reconcile payments on a day-to-day basis. NextGen Pay has saved us a lot of time,” said Rigo.

Time-saving self-service payment plans

Self-service payment plans are now in place that let patients set up plans directly within the patient portal in addition to staff-initiated plans. The automation of plans makes it easier for staff to manage. Now, staff proactively offer payment plans, which has led to a 209% increase in payment plan transactions and a 159% increase in payment plan volume.

“The way payment plans are set up with NextGen Pay offers our patients the flexibility to pay the amount they can at the cadence most comfortable for them. They realize that we are willing to work with them and are making the active choice to pay their bills because we are making it easier for them,” said Rigo.

Digital options improve the patient experience and increase payment transactions

“Now, patients receive an email that their statements are ready and can log into the portal to pay their balance or set up a payment plan. Those options weren’t available before. The new payment channels have been a major benefit and have even reduced the number of physical statements we’re sending out, which has been a significant cost savings,” said Rigo.

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Nicole Rigo
Central Business Office Supervisor
Wilmington Health

HOW CAN WE HELP?

Partner with us at **855-510-6398** or **results@nextgen.com**