

Academic Urology and MedEvolve: A True Partnership

About

As the largest and most experienced urologic group in Pennsylvania, Academic Urology is a trusted source of specialized physicians, nurses and practice staff dedicated to high-quality patient care. Since its founding in 2007, the group continues to grow, adding practices and physicians to the roster to better support patients in and around the Philadelphia area.



Challenges

When Academic Urology of Pennsylvania's Controller, MaryAnne Thompson, wanted to shift practice management and billing to in-house operations, she needed a company able to handle hundreds of thousands of claims daily and provide services in real time.

As the entire care process is run electronically from patient check-in to billing, the experience must be seamless for both the practice staff and the patients. Thompson needed a responsive partner and integrated solutions to alleviate pressure on internal resources.

Solutions

In its partnership with MedEvolve, Academic Urology implemented the following solutions and services:

1. Practice management software

With endless claims, codes, payment postings, and information to handle each day, Thompson praised how automation available in MedEvolve Practice Management significantly increased productivity on a user level – and made the process smooth and reliable.

Thompson explained that PM software integration is paramount, noting how seamlessly MedEvolve's software works with Academic Urology's existing electronic health record (EHR) system. MedEvolve's exceptional support, including its ability to implement quick fixes, has also proved indispensable for Academic Urology.

According to Thompson, "MedEvolve is a PM vendor that I really could not see going into the future without."

2. Revenue cycle management

Academic Urology needed to handle changes in personnel, new internal structures and company growth without forfeiting proactive billing practices. MedEvolve took on electronic charge capture, making sure the money was still flowing while allowing Thompson and her peers to focus their attentions elsewhere.



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-MaryAnne Thompson, Controller,
Academic Urology

Impressed with how quickly and smoothly MedEvolve completed this transition, Thompson began to enlist MedEvolve for more accounts-receivable services.

"In all instances, it's really just a phone call," Thompson explained. "Within days, the projects are up and running."

These services allow Academic Urology to stay on top of day-to-day operations and catch up in areas where practices may have fallen behind.

3. Data analytics

When first introduced to data analytics, Thompson knew she didn't have the time or resources to interpret and implement it for Academic Urology on her own. So, when MedEvolve offered analytics as a service, she was on board.

"As a service, it's really been invaluable," Thompson said.

Other third-party vendors would take months to deliver the same information MedEvolve can provide overnight. The timeliness of such priceless data helped Academic Urology make changes internally and grow at a faster speed with fewer hiccups.

Outcome

While the tangible benefits of Academic Urology implementing these services are clear, Thompson's greatest praise is that MedEvolve acts as a true business partner.

"I appreciate and respect that MedEvolve has made the investment," she said. "We look forward to a long and prosperous relationship."

When Thompson leans on MedEvolve for support and new projects, she knows that MedEvolve shares Academic Urology's goals – and that meeting them is a mutual success.

Let us help you improve your revenue cycle performance. Visit www.medevolve.com or call 1.800.964.5129 to learn more.