



## CASE STUDY:

# Oncologists convert to MicroMD® PM for revenues, productivity and reporting

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*Rita Lopez  
Practice Manager  
Blood and Cancer Center*

### ORGANIZATION

Blood and Cancer Center of Canfield, Ohio, a hematology and oncology practice with three physicians, 26 staff, a state-of-the-art laboratory, and in-office chemotherapy administration.

### OBJECTIVE

Increase staff productivity, control costs, improve accounts receivable management, and enhance reporting capabilities.

### SOLUTION

Convert to MicroMD PM from Henry Schein Medical Systems.

### RESULTS

Accounts receivables reduced by 20 percent; an estimated 30 to 50 hours saved per month with AutoPosting; support for 35 percent growth in patient volume without additional administrative staff; more powerful reporting features; more accurate pre-authorizations; lower clearinghouse fees with direct electronic claims submission; reduced printing costs.

Working with a practice management system that had become obsolete, Blood and Cancer Center, Canfield, Ohio, decided to make a change. According to Practice Manager Rita Lopez, RN, the previous system was at capacity, and it lacked key features such as automatic remittance processing.

### Objective

As both a high-volume and high-value practice—charges for single-day treatments can range as high as \$30,000—Blood and Cancer Center (BCC) needed to increase staff productivity and improve its accounts receivable management.

On behalf of Drs. Chahine, Garg and Krishnan, Lopez began evaluating practice management systems in 2003. After reviewing five leading systems, the BCC team selected MicroMD PM from Henry Schein Medical Systems.

### Solution

When implementing MicroMD PM, Lopez chose to convert all 15 years of BCC patient information. While this took some time, it was especially helpful for a hematology and oncology practice. "We were absolutely glad we did the full conversion," says Lopez. "We may not see some of our

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patients, with blood disorders for example, for several years. When they come back, it's really nice to have their information ready."

The implementation team converted everything—including all past and current patients, charges, payment history, authorization records, unpaid and partially paid claims, and payment adjustments. BCC also transitioned to a new clearinghouse as part of the solution.

Within two months, Lopez recalls the staff had caught up and were fully productive with MicroMD PM. "The billing staff love this system," says Lopez. "Especially the Auto-Posting feature." Posting Medicare checks routinely required four or five hours, sometimes a full day. With MicroMD PM it takes just a few minutes. In total, automatic remittance posting saves an estimated 30 to 50 hours per month.

### **Result**

Lopez reports that the rest of the BCC staff is more productive, too. In areas like patient registration, scheduling, and calculating co-pays, MicroMD PM saves seconds and minutes throughout the day. This more efficient workflow has allowed BCC to support 35 percent growth in patient volume without any new administrative staff.

Due to the nature of its practice, BCC's accounts receivables can easily exceed \$2 million. Using the optional MicroMD ARS module for AR workflow and management, Lopez and her team reduced theirs by 20 percent. This alone more

than paid for the system. "We also had a lot of patient collectibles," adds Lopez, "and MicroMD PM made it much easier to find those and collect amounts owed."

Lopez has also enjoyed access to new, more powerful reporting features. With MicroMD PM, the practice has begun tracking provider productivity for its compensation calculations.

MicroMD PM has helped control costs in a wide range of areas. More accurate documentation of pre-authorizations helps prevent denial of claims involving high-cost drugs, for example. With direct electronic claims submission to high-volume carriers, BCC lowered its clearinghouse fees. And by generating its own superbills, the practice has significantly reduced the \$20,000 per year it had been spending in outside printing.

Looking back, Lopez is satisfied with what BCC has accomplished and how it got there. Regarding Henry Schein Medical Systems, "they're very nice to work with," concludes Lopez. "Whenever you have any kind of problem, you just call. Within minutes, someone calls back and they've taken care of it. They don't let it go until they've solved the problem. So we're very pleased."



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