



CASE STUDY: MicroMD® PM features and value advance community health mission

"I'm just thrilled that MicroMD PM is now offered to the FQHC market. This will be great for all of my colleagues. They really need it!"

Beth Weir
Chief Operating Officer
Community Action Agency of
Columbiana County

ORGANIZATION

Community Action Agency of Columbiana County, in eastern Ohio, with seven physicians, four dentists, and two nurse practitioners at three locations.

OBJECTIVE

Acquire billing, scheduling and reporting software with speed, ease of use and community-health-specific features—at a realistic cost.

SOLUTION

Transition to MicroMD PM from Henry Schein Medical Systems, with billing service from Renaissance Healthcare Management.

RESULTS

AR days reduced from 90 to below 45; more productive scheduling and reporting; easier new-user training.

Since Community Action Agency of Columbiana County was founded in 1965, its mission has steadily grown. From its early initiatives, such as Head Start and youth employment programs, Community Action expanded into areas like transportation services and, in 1984, healthcare.

Unfortunately for Community Action, the medical practice management software it uses hasn't always kept pace.

Objective

Several years ago, says Beth Weir, chief operating officer at Community Action, the staff concluded that their billing software was a "total dinosaur."

The system was too slow and too inflexible to be practical. Making matters worse, Community Action was unhappy with the cost of and the service behind the software.

Solution

As a health center that provides primary care to the uninsured, underinsured and underserved, Community Action is vital to the county's well-being. And as a Federally Qualified Health Center (FQHC), it faces special requirements. So Weir began a comprehensive, nationwide search for scheduling, reporting and billing software options affordable enough



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*Karen Kelly
Renaissance Healthcare
Management*

and advanced enough to handle the health center’s needs.

From her medical billing and FQHC experience, Weir understood what Community Action needed. “We had tried two different systems in six years,” says Weir. “We knew how expensive and frustrating these technology transitions could be. So we looked for a vendor with longevity, stable ownership, and a strong track record for customer service.”

Although Weir found some systems designed with specific features suited to FQHCs, they were expensive to purchase and maintain.

MicroMD PM from Henry Schein Medical Systems was different. It incorporated FQHC functionality, including sliding-scale fee calculation, wrap-around billing and integrated dental practice management. It was also a responsive system with an easy-to-use point-and-click interface—at a fraction of the cost of the other solutions. And it had been developed under the same, stable management team since 1982.

In July of 2004, Weir transitioned to MicroMD PM and engaged an outside billing service, Renaissance Healthcare Management.

Renaissance Healthcare hosts the MicroMD PM server at its facility, providing remote connectivity to Community Action’s three clinics. Community Action uses MicroMD PM for scheduling, queries and reporting. Renaissance Healthcare handles training, charge entry and collections.

“MicroMD PM is far superior to other software I’ve used,” says Karen Kelly of Renaissance Healthcare, a 25-year billing veteran.

MicroMD PM has proved more functional in a variety of ways. Customized color-coding for different appointment types has enhanced scheduling. Comprehensive FQHC reporting, automated UDS reporting, and Medicare cost reports fully support 330-grant compliance and other grant requirements. And dental ADA, CMS 1500 and UB-92 billing are all now fully integrated.

Result

“It’s been a success in terms of staff productivity, return on investment and cash flow,” says Weir. “Our accounts receivable, for example, started in the 90-day range. AR is now below 45 days.”

In addition to this improved billing accuracy and cash flow, Community Action’s staff handles scheduling and reporting duties more efficiently and effectively. And because employee turnover is always an issue, the ease of training new users affords another key advantage.

MicroMD PM and Renaissance Healthcare are helping Community Action pursue its long-held mission. And Weir predicts it will do the same for her peers: “I’m just thrilled that MicroMD PM is now offered to the FQHC market. This will be great for all of my colleagues. They really need it!”



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