



# HOW ACUSIS AS A TRUE PARTNER TRANSFORMED MAXIM'S TRANSCRIPTION AND RCM PROCESSES ON MEDENT EMR

## CHALLENGE

- High cost of transcription with inherent inefficiencies
- Lack of 24 x 7 coverage for critical documentation services
- Escalating patient complaints

## SOLUTION

- Maxim appoints Acusis to help them get back on track in Transcription Quality and TAT
- Acusis takes over transcription headcount and associated costs
- Acusis team of experts very quickly master Medent platform. Combining in-depth platform skills with process optimization techniques. Acusis team quickly achieves the expected efficiency
- The immediate and phenomenal success achieved encouraged Maxim to entrust Acusis to partner in medical coding and a host of other critical auxiliary and clerical services delivered virtually with 24 x 7 x 365 coverage

## RESULT

- Transcription Quality and TAT improved dramatically. Providers and HIM appreciate the turnaround
- Practice managers across Maxim's Urology clients realized how a true service partner can help them correct broken processes and also make the entire care delivery experience more engaging and predictable
- Patients reported noticeable improvement in their engagement experience resulting in happy patients

## ACUSIS JOURNEY MILESTONES FROM A VENDOR TO A TRUE PARTNER

For Maxim Management Services a Cheektowaga, NY based Medical Service Organization (MSO), quality of service was always paramount. However in the beginning of 2014, inputs started reaching the corporate leadership about frequent escalations concerning Transcription Quality and Turnaround Time (TAT). A root-cause analysis revealed more disturbing facts. Addressing the concerns needed additional manpower including more managerial staff. Night shift and holiday coverage posed another major challenge. Maxim management had to think for an out-of-the-box solution; and do it quickly.

*“As the practice grew the turnaround time became a serious issue. The cost of additional staffing to cover the workload was prohibitive. The physicians wanted to continue to dictate their notes. Maxim had to address this in way that would allow physicians their preference and keep the costs in line” – Eileen Stone, Director of Operations.*

This is the time when Acusis team approached Richard Terhaar, President, Maxim Management Services and offered Acusis' unique global operational framework to turn the situation around. Richard immediately decided to go with Acusis and the rest is history.

### KEY DECISION INFLUENCER: CUSTOMER-FIRST ATTITUDE

The synergy between Maxim and Acusis was evident from the initial discussions and Acusis quickly took charge over their transcription services. *“Acusis guaranteed quality work with a 24-hour turnaround. The US based team disseminated our operational protocols to their global staff. They were easy to work with and accommodating to our various documentation styles’ - Diane Cumbo, Medical Records Team Leader.* The decision to partner with Acusis for their customer centric work style was later proved to be the right one as Maxim extended Acusis services for a number of areas that were traditionally not outsourced in Urology practices.

Decades of problem solving skills, proven expertise in process optimization using Six Sigma and TQM models helped Acusis team to bring the situation under control in a very short period of coming on-board. Isolating difficult dictators and deploying an additional layer of quality control combined with automated error detection routines resulted in drastic reduction of transcription errors. Consistent and precise actionable feedback received from Maxim was promptly provided to Acusis transcription team.

Acusis' commitment to transcription quality was immediately noticed by providers. *“The decision to outsource was not an easy one. However, Acusis proved to be attentive to learning our transcription requirements. Good communication between Acusis and Maxim via GoToMeeting and Skype resulted in a seamless transition” - Diane Cumbo, Medical Records Team Leader.* To make the integration complete, Acusis took over Maxim's transcription team and continues to leverage Acusis' process excellence and transcription management skills to reinstate record efficiency and huge direct and recurring cost savings to Maxim; a decision both the organizations today think of as a game changer.

With the immediate challenges in transcription service no longer a point of concern, Maxim and Acusis brainstormed how the benefits of their association can bring more value for both organizations.



***“The collaboration between Maxim and Acusis began with transcription services and branched out to include many diverse job functions for our urology clients”***

**-Richard Terhaar, President, Maxim Management Services**

## MORE CHALLENGES AWAIT IN UROLOGY PRACTICES

The tremendous improvement and predictability that Acusis brought in the transcription service prompted Maxim management to entrust them with their coding and some billing functions. Acusis RCM team quickly came into action. Here a new set of challenges waited for them; mastering the Medent platform was key. Although Acusis RCM team was new to Medent, having worked with numerous Coding and Billing systems and thorough knowledge of the Urology specialty were helpful for their success. Numbers indicated steady improvement in the billing operations with faster claim processing, reduced denials, and healthier cash flow.

## UNLEASHING THE POWER OF MEDENT

Medent EHR is packed with a number of powerful features; many of which were never used until Acusis partnered with Maxim. The more versatile a platform, the more complex it is to learn and use. Getting the most out of an EHR involves adequate and qualified resources for a longer period of time. Acusis did exactly that to produce a team of Medent experts that plays a key role in this phenomenal success.

## SYNERGY STRENGTHENS – MORE UROLOGY PRACTICES EMBRACE THE BEST PRACTICE

The unprecedented success of close collaboration between Maxim and Acusis soon established a set of best practices in Urology services. Central to this was an integrated approach to managing Clinical Documentation, Medical Coding & Billing along with a number of auxiliary services with equal emphasis on Quality and Cost Effectiveness.

### WHERE IT ALL STARTED



- Patient Complaints
- Provider Dissatisfaction
- Failing Transcription Quality & TAT
- Lost Revenue
- Spiraling Staffing Cost
- Lack of Flexibility
- Inefficient Care Delivery



### CURRENT STATUS



- Satisfied & Returning Patients
- Happy Providers
- High Quality Documentation
- Consistently Improving Revenue
- Lean and Profitable Books
- On Time Claim Submissions
- Minimized Claim Denials

Apart from the Transcription and Revenue Cycle Management functions, the Acusis team successfully delivers a number of auxiliary services in Urology. Acusis today manages not only the routine tasks such as Charge Entry and Fax Routing, but also a number of other functions such as timely preparation of Patient Summary Sheets and Database updates in a professional and transparent manner.

## A WELL THOUGHT-OUT MOVE RESULTING IN A PATTERN FOR SUCCESS

As results indicate, for Maxim and their Urology clients, switching to Acusis has proven to be a well thought-out move. Maxim and Acusis have together built a unique and successful model for improving quality and reducing cost in transcription, billing, coding and auxiliary services in Urology Practices.

***“Working with Acusis all these years has been a pleasurable experience. Acusis’ work ethic, the attention to detail and the willingness to learn has contributed immensely to the operational efficiency for our clients and proven to be more cost effective.”***

**-Richard Terhaar, President, Maxim Management Services.**

### ABOUT ACUSIS

Acusis is a Revenue Cycle Management company based in Pittsburgh, PA with a core focus on Medical Billing & Coding, Clinical Documentation and Medical Transcription Solutions and Services. Acusis global team provides 24\*7 coverage for healthcare provider organizations on a wide variety of services and solutions at the lowest Total Cost of Ownership.

For more information, please visit [www.acusis.com](http://www.acusis.com)

### ABOUT MAXIM

Maxim Management Services, LLC is a Medical Service Organization (MSO) based in Cheektowaga, NY with a mission to provide medical administrative services. Maxim customizes its services to meet the special needs of any medical practice, from general consulting services to complete outsourcing of internal operations.

For more information, please visit [www.maximweb.com](http://www.maximweb.com)