

CASE STUDY:

MedMatrix Solutions Implements Plan and Increases Dental Practice Collection by 30%

PROBLEM

Dr. Jeffrey R. Harvey has been practicing dentistry in Beckley, WV for more than ten years. In that time he has built a very reputable practice, as well as long term patient relationships. However, his practice had been experiencing significant reimbursement delays from dental carriers due to manually processing pre-estimates and sending original x-rays by mail. The pre-estimates took his staff's valuable time and left the door open for human error. The delay in mail delivery of the x-rays added to the turn around time in collection processing. Realizing he needed help with this cash flow issue, Dr. Harvey approached MedMatrix Solutions in the fall of 2010 to address his dilemma.

SOLUTION

After carefully analyzing Dr. Harvey's practice and procedures, MedMatrix Solutions' Practice Management Team developed a streamlined process to expedite reimbursement and maximize the quality of the patient's initial information.

MedMatrix Solutions' processes included:

- Scanning to create electronic attachments of x-rays and scans
- Implementing a new electronic dental system
- Patient education of expenses to be incurred
- Necessary technological upgrades
- Strategic procedural changes
- Improved patient interaction consultation

RESULTS

As a result of his decision to partner with MedMatrix Solutions, Dr. Harvey has seen increased collections of more than 30%. Due to MedMatrix Solutions' monthly practice analysis, Dr. Harvey has been able to fully understand his practice's finances quickly and easily. These processes relieved Dr. Harvey of the burden of patient collections, and allowed him to focus on what he does best...being a well-respected dental provider in Southern West Virginia.

SUMMARY

By entrusting MedMatrix Solutions, Dr. Jeff Harvey has been able to see increased collections, decreased A/R, and most importantly has been able to have a better balance of his professional and family life. In 2011, he was able to be actively involved in community and family events, instead of worrying about his practice's collections.