



About The Customer

Upper Extremity Care

Dr. Hugh Frederick and Dr. David Muzykewicz

(Upper Extremity Care) are renowned upper extremity orthopedic surgeons located in Dallas, TX. They believe in a personal approach to patient care. All patients are seen and treated by their surgeon from the initial evaluation all the way through the course of treatment. Because they are a small office, they try to provide more individual attention.

WEBSITE:

www.texasbandandwrist.com

CLOUD 9 SOLUTION:

Full Revenue Cycle Management

JOINED CLOUD 9:

January 2018



Challenge

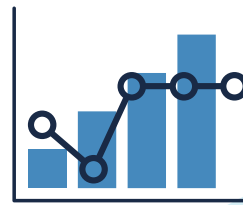
In 2017 Dr Frederick of Upper Extremity Care was working hard but his collections were not reflecting the hard work he was doing. In short he was working harder but not being paid appropriately.

The practice had contracted with an outside billing company that was underperforming. The billing company used a cumbersome billing system, the communication between the billing company and practice was lacking, and the accounts receivable was in poor shape.

The practice knew they had to make a change based on the financial reports and struggles with the billing company.

Below were some of the challenges.

45% of the outstanding insurance money was over 60 days old



Payments were flat even though charges and claims were rising



Claim follow up was not happening consistently



Standard processes were not being followed by the billing company

Recognizing that change was necessary the practice began looking for alternative solutions to their billing needs.

Solution

Upper Extremity Care reached out to their EHR vendor, Phoenix Ortho, for advice since they were very happy with their services and system. Phoenix Ortho recommended the practice look at the Phoenix PM billing / practice management system which was fully integrated with their EHR. Additionally they recommended the practice consider Cloud 9 Medical Solutions based on their billing experience in orthopedics, and experience with Phoenix PM.

Key Decision-Making Criteria

Based on their past experience the staff was intent on making a good choice and did considerable due diligence before selecting Cloud 9 Medical Solutions. Key criteria in their selection included Orthopedic billing experience, practice management software system experience, availability and responsiveness to questions, and willingness to work as a true partner.

After considerable research and checking references Upper Extremity Care chose to partner with Cloud 9 Medical Solutions in May of 2017.

48%
Increase in
Payments

Results

After a few months of hard work to clean up the outstanding AR and implement standard processes, Cloud 9 had the health of the practice in great shape. Upper Extremity Care has been a Cloud 9 client for over 5 years. Their financial numbers continue to exceed industry standards for orthopedic groups of their size.

- Current days in AR are 24.
- Only 15% of their outstanding AR is over 60 days old
- 45% increase in charges – more volume and new providers
- 48% increase in payments
- Charges and payments are entered within 24 hours to keep everything current
- A team of three key employees are assigned to manage and communicate with the account:
Executive lead, Revenue Cycle Manager,
Medical Billing Specialist

24

Current days
in AR

Cloud 9 has been a great partner. Their team of billers are professional and extremely competent. In the 5 plus years they have been responsible for our RCM processes we have never worried about our billing being done timely and accurately.

Casey Cole
Office Manager

Hugh A. "Bo" Frederick, M.D.
David A. Muzykewicz, M.D.