PACIFIC GYNECOLOGY AND OBSTETRICS MEDICAL GROUP

PROCLINENT IDX OBGYN PRACTICE GAINS
IMPROVED RCM OUTCOMES WITH CHMB’S LYNK RCM

RESULTS

• Developed a customized physician compliance and education program
• Improved understanding of AR trends, denials and correct coding procedures
• Increased payments, decreased denials

Large OBGYN Practice Discovered Billing Concerns, Needed Experienced Partner

Pacific Gynecology and Obstetrics Medical Group (PGOMG) is one of the largest and most experienced private OB/GYN practices in the San Francisco Bay Area with over 7,000 patient visits a year. After an internal analysis of the practice’s financial and operational status, the group leadership realized their medical billing solution was in disarray. “As I looked more closely at our medical billing, I began to realize that things weren’t adding up the way they were supposed to,” said Andrea McArtor, Practice Manager, PGOMG. “I started investigating and found that we were being provided incorrect information and advice on several matters, most specifically relating to compliance. We had to make a change.” Knowing CHMB’s outstanding reputation for delivering superior results, along with their ability to be highly effective on the IDX platform, PGOMG knew the company would be a perfect partner. “Choosing CHMB as our solution for revenue cycle management services was one of the best decisions for our practice,” stated McArtor.

PGOMG Experienced a Complete RCM Turn Around with LYNK RCM Services

When PGOMG began using CHMB’s LYNK Full Service Revenue Cycle Management services, they were quickly impressed. “The coordination and communication were excellent, the transition process and ongoing account management has been smooth and efficient,” said McArtor. CHMB performed an analysis on billing, coding and front & back office procedures to uncover areas which needed the most urgent attention. CHMB conducted thorough compliance training to educate the physicians on correct coding procedures.

CHMB Develops Partnership Built on Trust and Dependability

Working alongside the physicians and practice leadership required open communication and has been a key success factor at PGOMG. The daily interaction along with monthly meetings to discuss AR trends and denials has resulted in an increase in payments, decrease in denials and greatly improved compliance across the entire operations. In fact, the physicians even created a financial physicians advocacy group to represent PGOMG at the monthly meetings with CHMB.

Contact sales@chmbinc.com for more information

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