

# Automate, Optimize, and Transform Your RCM

## NextGen Payment Management Services

### Streamline your payment management process

Fed up with inefficiencies across payment management process? Multiple teams, including Practice Administration, Accounts Receivable (AR), and Payment Posting, often struggle with collecting and retrieving Payer Explanation of Benefits (EOB) from various sources. Many practices still post 20–50% of their transactions manually, leading to extensive time and resource consumption. By leveraging configuration setting optimization and automation NextGen® Enterprise PM partners can significantly reduce manual posting, streamline the reconciliation of payment postings with deposit funds, and free up valuable time for your accounting and revenue cycle teams.

### *Unlock your resources to engage in more meaningful work!*

**NextGen® Payment Management Services** is your opportunity to optimize your payment management processes. The service provides a team of skilled individuals to manage and maintain the revenue cycle management (RCM) processes. Transform your payment management process today and experience unparalleled efficiency.

- RCM Services manages **\$4.9B (annually)** over multiple clinical specialties
- Proprietary automation tools enable RCM Services to electronically post over **65%–90%** of transactions with no manual intervention, thereby eliminating or repurposing resources for more meaningful work (% is specialty and payer dependent)
- RCM Services will typically maintain **less than 1%** of deposits in an unidentified/holding account, ensuring that all deposits are matched and posted to ERA
- ERA enrollments are optimized so that **85–97%** of ERAs are received in an electronic 835 format (dependent upon client payer mix)

### Operational Performance Targets

- Posting Turnaround Times **◀ 48 Business Hours**
- Quality Assurance **▶= 95%**
- Electronic Remittance Advice Rate **▶= 93%**
- EOB Conversion Rate **▶= 98%**
- Deposit Variance & Unidentified Posting as % of Total Deposit **◀= 5%**

### Summary of Best Practices

Our team of RCM experts will ensure that the following best practices are upheld:

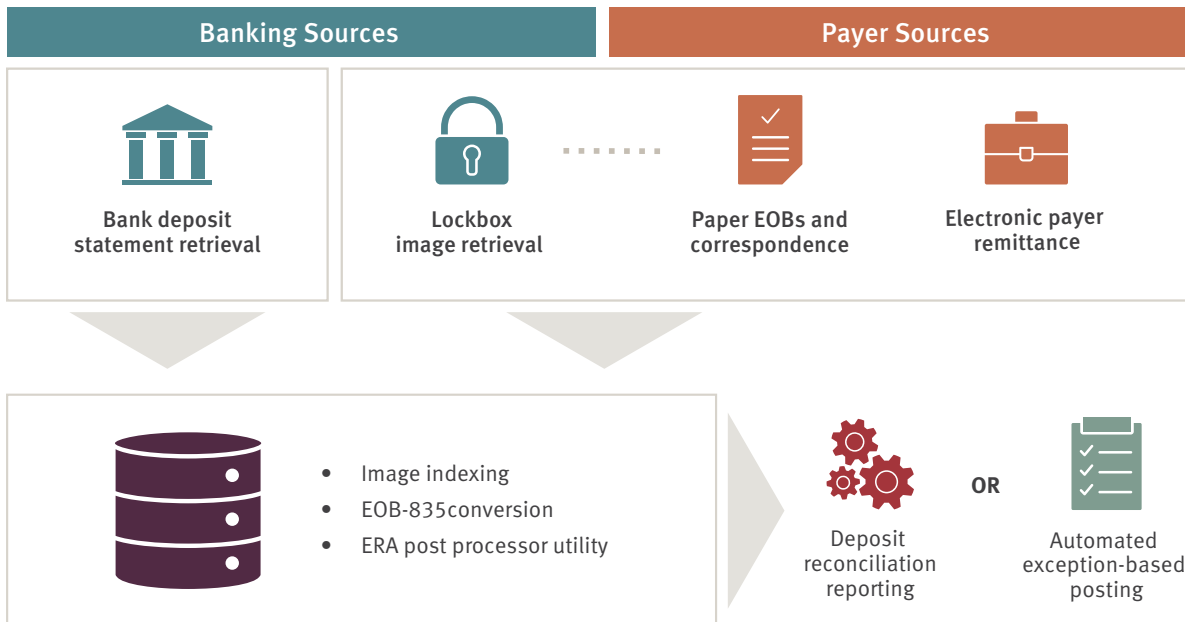
- Post payments & adjustments according to the remittance advice received from the payer
- Post payments received via EFT or through the banklockbox
- Reconcile RCM related deposits (excluding copayments) to the ERA/EOB received
- Utilize a holding/unidentified account to post payments where deposit is received but 835 is pending
- Utilize a 2-day deposit carry over & hard close process for month end procedures (e.g. last two business days of deposits are posted in the following month)

“Our payment posting is now more efficient and timely, giving our accounting team a clearer picture for reconciliation.”

**Shannen Rodriguez**  
Director, Revenue Cycle  
Urology Clinics of North Texas

Function	Description of Service	Benefits
NextGen Enterprise PM System Configuration & Optimization	Configure and optimize NextGen Enterprise PM file maintenance settings to automate posting of transactions	<ul style="list-style-type: none"> <li>Configuration errors are identified and corrected</li> <li>Reduces time spent on maintenance</li> </ul>
835 & EFT Enrollment Optimization	Centralize and optimize ERA 835 & EFT enrollments through Waystar or Trizetto clearinghouse solutions	<ul style="list-style-type: none"> <li>Reduces time spent on downloading EOBs from multiple sources</li> <li>Ensures reporting on ERA% in accordance with industry standards</li> </ul>
Paper EOB Centralization & Retrieval	Centralize paper EOBs through lockbox and setup of SFTP file downloads	<ul style="list-style-type: none"> <li>Reduces time spent on retrieving EOBs and paper correspondence from multiple sources</li> <li>Enables auto-deposits and imaging of paper checks</li> </ul>
EOB Conversion	Paper EOBs and correspondence indexing and conversion to electronic 835 Files	<ul style="list-style-type: none"> <li>Reduces posting turnaround times and better quality due to reduced manual posting (complete and accurate posting)</li> </ul>
ERA Posting & Kick Out Analysis	ERA import file analysis and remediation of errors through configuration changes	<ul style="list-style-type: none"> <li>Reduces ERA import errors and time spent on corrections. Knowledge of file maintenance &amp; system settings reduces electronic transactions from not posting during import</li> </ul>
ERA Post-Processor Utility	<b>Rules-based analysis and reporting of potential posting errors for soft-posted batches</b>	<ul style="list-style-type: none"> <li><b>Enables automated posting with QA rules-based analysis</b></li> <li><b>Enables quality control</b></li> </ul>
Deposit Reconciliation	Reconciliation of NextGen posting to bank deposit statements	<ul style="list-style-type: none"> <li>Significantly reduces time and coordination spent on reconciliation processes between RCM and Accounting teams</li> </ul>

## Payment Management Overview



# BETTER STARTS HERE.

Contact us at **855-510-6398** or email [results@nextgen.com](mailto:results@nextgen.com)