



# A/R Recovery from NextGen Healthcare

Medical practices face the highest A/R backlogs in years. Staffing is in short supply, and cash flow is threatened.

## Let NextGen Healthcare help you recover your money

In a recent MGMA poll, 75% of medical practices reported making operational changes due to staffing shortages.<sup>1</sup> One unfortunate byproduct of these shortages is an increase in accounts receivable (A/R) and a reduction in cash flow.

## Get the support you need and the cash you've earned

NextGen Healthcare now offers clients **support for A/R recovery**. A professional *recovery support team* will follow up on your practice's outstanding A/R. The team size and length of service will be based on your practice's needs.

All support team members are trained in how to use NextGen<sup>®</sup> Enterprise PM.

## BELIEVE IN BETTER.<sup>®</sup>

Contact us at **855-510-6398** or email **results@nextgen.com**

<sup>1</sup> Chris Harrop, "In a tight market for talent, medical groups are raising wages to sustain their workforce, MGMA STAT," the Medical Group Management Association, April 13, 2022. <https://www.mgma.com/data/data-stories/in-a-tight-market-for-talent,-medical-groups-are-r>.

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To lower your A/R and bring in the cash you've earned, team members will:

- Research unpaid claims by accessing insurance company portals
- Call payers for the status of unpaid claims, which commonly requires waiting on the phone for long periods
- Update claims to meet payer requirements
- Correct demographic or benefits information
- Attach medical records to claims for payer review
- Work on appeals in collaboration with your practice

A representative will be assigned to your practice to help foster effective communication with your A/R recovery support team. This representative will also conduct ongoing meetings to review reports and help assign work.

## Remarkable return on investment in A/R recovery

Many medical practices have received A/R recovery support services from NextGen Healthcare. These practices have achieved results ranging from 3x to 10x return on their investment in A/R recovery services.

A/R recovery is one of many professional services from NextGen Healthcare to help you run your practice more efficiently and increase profitability. Our goal is to assist your practice to meet and **rise above the challenges of today's healthcare economy.**

