

Independent Midwest Practice Earned Increased Reimbursement Following Consultation with SE Healthcare

 **CASE STUDY:** SE Healthcare's services extend beyond technology platform to aid practice in earning increased reimbursement



THE CHALLENGE:

An independent Colon and Rectal surgery center with over twenty providers sought increased reimbursement from its commercial payers in order to remain competitive and retain physicians. The surgery center's practice manager had over 25 years of experience negotiating payment terms with local, regional, and national payers. Despite the practice manager's experience, after several rounds of proposals during negotiations, the practice could not secure the payment levels that the practice believed it deserved.



THE SOLUTION:

Through a series of phone calls, the practice manager was able to quickly provide background context regarding the status of the negotiations, convey the disputed points in the latest counter proposal, and outline the intended strategy for working through issues with a particular payer. SE Healthcare's reimbursement expert was able to provide alternate strategy options for negotiating with the payer to significantly enhance the chance of successfully moving past barriers. With the knowledge gained during the consultation, the practice was able to:

- Utilize the prescribed strategy to secure a 55% increase in 2017 with a large regional payer as a percentage of the latest offer that had been ongoing over a three to four year period
- Earn comparable substantial increases with two payers in 2017 and 2018

SE Healthcare provides clients with guidance to develop their value story and navigate issues that arise during payer negotiations. Through our partnership with Reimbursement Pathways, our services extend beyond our technology platform, to a team of industry experts who provide strategic solutions for a practice's top pain points in the revenue cycle, contact management, or payer negotiation space.



THE PHYSICIAN EMPOWERMENT™ SUITE

Empowering healthcare providers through data analytics by measuring critical performance metrics to drive improvement and growth.

The Physician Empowerment™ Suite Difference:

- Unique questions and content carefully formulated by healthcare thought leaders
- Simple, easy-to-use, affordable platform to enhance user experience
- Real-time, actionable insights to improve your decision making
- Specialty-specific to gather the data that matters most
- Credible data beyond the basics to also focus on critical topics like physician burnout, reimbursement, and patient engagement