

Customer Case Study: EHS Medical Group

EHS Medical Group, a medical professional corporation that owns and operates physician groups in Fresno, Los Angeles, Sacramento, San Bernardino, San Diego and Riverside counties, has a contracted provider network of over 3,500 multispecialty physicians throughout the State of California. EHS administration was looking for a solution to workflow issues such as streamlining the claim submission and authorization processes, and identifying appropriate specialists for referrals and medical coding mistakes. EHS estimated that these challenges cost each provider more than \$100,000 annually.

The Solution: SynerMedConnect™

Through a strategic partnership with SynerMed, Inc., EHS administration addressed these issues by implementing the robust SynerMedConnect™ Electronic Medical Management (EMM) system. The system provides comprehensive clinical information and practice enhancement and management tools – not just storage of patient records, as is the case with traditional Electronic Medical Records (EMR) products. SynerMedConnect also cuts costs and saves time by allowing health administrators and individual physicians to access, store and process information instantaneously via a secure Web portal.

A Seamless Implementation

SynerMed designated a team of IT professionals to work directly with EHS to ensure the switch to SynerMedConnect went smoothly. SynerMed provided complete staff training, and remained on-call to address operational issues, should they arise. Immediately, EHS and its contracted providers realized cost control and increased revenue through the use of management and reporting tools, improved workflow, elimination of unnecessary paper reports, proper coding and the evaluation of medical necessity based on evidence-based criteria. EHS achieved these results by:

- **Moving claim submission and authorizations online.** Streamlining these processes and virtually eliminating the need for faxing or filing case documentation afforded time and medical record staff cost savings.
- **Storing patient records in the system.** Faxing patient records directly to the SynerMedConnect EMM system and attaching them to a specific authorization request, affords continued organization and accessibility. This important feature gave EHS physicians who did not have access to EMR systems the ability to store patient records electronically and to process cases anytime, anywhere.
- **Utilizing reporting and coding capabilities.** By sorting information according to health plan and member, and ensuring proper coding, EHS was able to reconcile accounts and maximize revenue from government and health plan incentive programs.

“SynerMedConnect requires clinical data to back up each authorization, which in turn helps us compare each physician’s recommendations to the currently accepted medical treatment of a given condition. This is especially helpful in measuring the effectiveness of our care for patients with chronic conditions,” said EHS Medical Director Randall Shue, M.D.

Outcomes

Just two years after implementing SynerMedConnect, EHS realized a distinct positive financial impact. Savings - from workflow efficiency and reduced medical records staff - were more than \$500,000 a year. Additionally, specialty requests and patient procedures were scheduled more quickly and in accordance with evidence-based guidelines. The subsequent increase in speed, access and quality of care resulted in higher general satisfaction for both patients and member physicians. Increased member satisfaction allowed EHS to recruit more physicians into its member base, creating potential for even greater profit margins.

“With the implementation of SynerMedConnect, our group has experienced savings and increased revenue, and we’ve been able to improve the efficiency with which we provide care to our patients. SynerMed has constantly evolved to find solutions that meet our specific challenges. We consider SynerMed a true partner in the management of EHS Medical Group.” – Peter Winston, EHS Executive Director

Case Overview

Organization: EHS Medical Group IPA; Los Angeles, CA - a medical professional corporation with a network of 3,500 multispecialty physicians throughout California.

Challenges

- High operational costs
- Inefficient processes
- Inaccessible patient information

Solution

SynerMedConnect™ Electronic Medical Management (EMM) System

SynerMedConnect can be used in place of an EMR system and offers a diverse menu of functions and features, including:

- Authorizations and history
- Provider marketing tools
- Remote access to specialty consults through a state-of-the-art E-consult application
- Annual health assessment reminders
- Claims submissions
- Claims history and A/R management
- Eligibility verification services and history as well as membership repatriation
- Encrypted and secure communication with SynerMed clinical staff
- Ability to upload medical records with or without an EMR
- Access to evidence-based criteria
- Instantaneous access to the system from anywhere in the world
- Easy-to-use, intuitive design

EHS Outcomes

- \$500,000 annual savings from workflow efficiency and reduced medical records staff
- Increased provider and patient satisfaction