

# Neurosurgical Associates of San Antonio

**THE ORGANIZATION:** San Antonio-based neurosurgical group with 12 physicians

**THE CHALLENGE:** Maximizing performance of payor contracts generating 3,300 claims and \$1 million in revenues per month

**THE SOLUTION:** MPV Phynance™ identifies line-item contractual underpayments and provides insight into payor performance

**THE RESULTS:** Recovered more than \$2.9 million in contractual underpayments; negotiated more favorable contract terms; increased upfront collection of co-pays and deductibles.

## *Large neurosurgery group strengthens bottom line with MPV*

*'MPV has exceeded our expectations from the beginning'*

### *Situation*

As a premier neurosurgery and spine surgery practice in south central Texas, Neurosurgical Associates of San Antonio participated with most insurance plans. The practice grew steadily, but as the volume of managed care contracts and the complexity of their terms grew, so did denials and underpayments. “We were having the same problem everyone sees — our payors were not paying according to the contracts,” said Rosa Browning, business office coordinator at Neurosurgical Associates of San Antonio.


### *Challenge*

Detecting individual payment errors and assessing overall contract performance became overwhelming for the practice. With more than 110 managed care contracts — each with their own payment schedule, global service bundles and billing rules — practice staff had to manually go through stacks of EOBs [explanation of benefits] each day. This cumbersome task consumed a great deal of staff time and also caused the group to miss a significant amount of underpayments.

### *Solution*

In 1999, Neurosurgical Associates of San Antonio partnered with MPV to automate and streamline its payor contract management processes. MPV's Phynance application allows the practice to check for denials and underpayments, identify payment trends and stay on top of constantly changing payment rules. “Even though some may think the number of appeals will go down once you start to monitor your payments, our appeals are actually increasing,” said Browning. “Our payors are continually initiating new bundling procedures, and MPV helps us manage these claims.”

With MPV data, Neurosurgical Associates of San Antonio has identified and eliminated overlapping and underperforming contracts, reducing the total number of contracts it manages from 110 to 32. Now, both commercial and government contracts are modeled in Phynance and all of the practice's claims volume flows through the application. “To me, it's more of a management tool,” Browning said. “I can determine which payors are compliant and which are not.”



*“MPV has raised the level of expectation for effectively auditing and recovering payments.”*

*— Karl Swann, M.D.,  
Neurosurgical Associates of  
San Antonio*



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Plus, Phynance empowers staff during their interactions with payors. “When we are appealing over the phone, we can bring up comparisons of allowables and read verbatim from our contracts,” Browning said. “We have the data to back up our case.” The practice also uses Phynance to evaluate proposed contract terms and to secure more favorable rates during re-negotiations with payors.

In addition, having payor contracts modeled in Phynance has allowed the group’s pre-surgery department to estimate a patient’s portion of the bill prior to the procedure. As a result, Neurosurgical Associates of San Antonio can collect these revenues before treatment and minimize billing expenses. “We give our patients their payment options upfront, and they welcome the opportunity to know what their insurance is paying. It’s a great education tool for us.”

### ***Results and ROI***

Since implementing Phynance, Neurosurgical Associates of San Antonio has been pleased with the service it’s received. “MPV service is characterized by integrity, efficiency and accountability,” said Karl Swann, M.D., Neurosurgical Associates of San Antonio.

Through its partnership with MPV, the group has realized the following benefits:

- **Cleaner claims** – Phynance helps staff identify registration and posting mistakes as well as data entry errors, minimizing the need to re-submit claims and improving cash flow.
- **Improved patient collections** – Ability to provide patient estimates before the time of service increases average monthly cash collections and reduces the risk of non-payment following treatment.
- **Increased revenue** – MPV helps the practice monitor the accuracy of its reimbursement, effectively appeal underpaid claims and better address the growth of self-funded insurance plans, such as health savings accounts.
- **Enhanced contract analysis** – The data stored in Phynance helps staff negotiate increased payment rates and maximize revenue.

### ***MPV adds more than \$2.9 million***

*Neurosurgical Associates of San Antonio, January 2000-February 2008*

Recoveries from successful appeals	\$2,942,000
Annual underallowance variance	4.9%

### ***About MPV***

MPV helps medical groups maximize the value of their payor contracts and improve revenue cycle efficiency through a comprehensive set of financial tools and services designed to optimize contract performance, identify and recover underpayments, correct front and back-office errors, negotiate better contracts and reduce patient write-offs.

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