

SPECIAL ADVERTISING SECTION

Navicare: A First among Clearinghouses on the Strength of Financial Results and Client Service

In the first, full-year ranking of Clearinghouse Services reported by KLAS from the 2008 Top 20 Best in KLAS Awards: Software & Professional Services report, physician practices rated Navicare first among the country's leading clearinghouses.

Atlanta-based Navicare offers Web-based account receivables management solutions that automate receivables processes, including patient eligibility verification; primary and secondary claims reimbursement; rejected and denied claims management; electronic remittance posting; claims and remittance reporting and analysis; and patient statement processing.

Though the KLAS findings in this market segment are new, their conclusion will be a familiar one to Navicare's clients.

"Overall, we couldn't be happier with the changes we made within our patient accounts department," says Christopher Salisbury, who serves as chief financial officer for Horizon Eye Care in Charlotte. "Adopting innovative clearinghouse technology to automate our receivables management and posting processes paved the way for improved efficiency and better use of our human resources."

Seeking to support the multi-specialty practice's growth and empower its staff to perform more value-added tasks, such as identifying the causes of reimbursement delays, Horizon turned to Navicare.

Between 2005 and 2007, Horizon added five physicians, increasing net revenues more than 10 percent. With Navicare in place, there was no need to add staff in patient accounts. According to Salisbury, with their previous clearinghouse they most likely would have had to hire two more people — at a cost of roughly \$90,000 annually — just to handle the increased transaction volume.

Navicare made Horizon's existing staff more productive, too. Measured in full-time equivalents, the patient accounts staff now dedicates only one-third of its total time to payment posting instead of 60 percent.

In terms of A/R days, workflow improvements and claims editing have helped Horizon measure an 18 percent improvement. This figure fell from 32.5 at the end of 2005 to 26.7 by the end of July 2008.

In Littleton, Colorado, Ascend Billing Services had a similar experience. "In our line of work, there's a misperception that providers

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and billers are at the mercy of insurance companies," says Agnes Radz, MBA, Ascend's chief executive officer. "There's often a sense of resignation — that we can't do anything but re-submit, appeal and take payers at their word. But re-engineering the revenue cycle process has paid off in cash flow enhancement, rejection rate improvement, and better service to our clients as well as a stronger position in our business relationships."

Seeking to diversify its business and elevate its service levels, Ascend switched to Navicare in 2007.

With Navicare, Ascend no longer had to contend with batches of tens of thousands of dollars in lost, unfiled claims. And they gained a tool with which to re-organize its staff roles and responsibilities on a more logical basis to make the best use of each staff member's expertise and experience.

In addition to the ability to track every claim and hold payers accountable, Navicare has allowed Radz and her colleagues to offer enhanced services to clients. "With a user ID and password we provide, physicians can now view real-time reports to see where their practice stands," she explains. "They have come to value this function, and it serves as a competitive advantage and selling point for Ascend."

Ascend exceeded its A/R improvement goal of a five percent reduction. And after eight months with Navicare, revenue had grown by 23 percent. At the same time, Ascend is more productive. It brought on 10 new doctors — increasing volume by about six percent — without hiring additional staff.

The enthusiasm for Navicare extends to all KLAS evaluation respondents, and it includes an appreciation for the company's service and support. On a scale of one to nine, Navicare received an 8.18 for their "real problem resolution," the highest score among all vendors in the category.

"There is not a more gratifying compliment than to have our valuable clients speak so highly of us, especially to their peers," says Jim Denny, chief executive officer of Navicare. "The Best in KLAS distinction also validates our tireless efforts to provide innovative technology and industry-leading client service. We are truly humbled by this recognition and certainly share it with our clients, employees and partners."



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on top of things.**

**Physician practices rank Navicure
#1 clearinghouse service in
KLAS report.**

Our clients like us on top of things, too. On top of leading technology. On top of resolving problems. On top of constant industry changes like NPI, ICD-10, and ANSI 5010.

In the "2008 *Top 20 Best in KLAS Awards* report," practices rated Navicure tops in client satisfaction and resolving their problems. Navicure would like to thank our clients for their business and their trust. We're happy to keep you on top with us.

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