

BioDynamics is a leader in providing post-operative and trauma patients with a full range of state-of-the-art orthopedic rehabilitation products and devices specifically designed to successfully assist patients in making a speedy recovery from surgical procedures and post-accident trauma. Located in the heart of medical communities in New York, New Jersey and Connecticut, BioDynamics has multiple locations to serve patients in comprehensive trauma hospital centers.

CHALLENGE

MedAct was selected as the preferred vendor for billing and revenue cycle management for BioDynamics. The primary goal for the billing staff at BioDynamics was to understand the important relationship between communication and documentation between their multiple locations to have good patient outcomes. Their challenge was to address how their staff can maintain better records of patient documentation to minimize the number of payer denials.

BioDynamics needed to overcome the challenge of better visibility and control in managing the steps in the revenue cycle to integrate clinical data with financial data. The billing staff at each location needed to be alerted to new services provided to manage costs and maximize revenue. Their desire to minimize lost revenue through reconciliation of actual payments can help predict revenue effects for all the locations.

Solution

MedAct provides a practical solution for end-to-end revenue cycle management with the **InstaMed Module**. BioDynamics can receive instant information of patient eligibility and patient responsibility up front. This prevents payer denials because all relevant information is collected in advance of services rendered. MedAct's management reports includes the decision tools needed to prioritize the work for denial management between the various locations.

In order to communicate best practices in billing procedures between the multiple locations, MedAct provides ongoing training and **continuing education** for the billing staff. MedAct training

professionals are billing experts working side-by-side with BioDynamics demonstrating how MedAct combines cost, reimbursement, and clinical administrative data into one source to meet the revenue and patient documentation goals.

The MedAct training team guided BioDynamics through the implementation of the **Inventory Management Module** at their location. The support BioDynamics received from MedAct training professionals helped



them set up and put into operation their inventory management strategy.

Results

BioDynamics can meet the demands of managing patients and billing throughout their multiple locations with the MedAct solution. BioDynamics has been able to reduce the number of denials in half by using the decision tools with MedAct's integration with **InstaMed**.

Ongoing training of the billing staff reduced the new hire learning curve. The MedAct Training professionals offer monthly webinars so that the billing staff can continue their education to learn best billing practices and procedures. Training employees throughout the multiple locations is made easy with online training events or a training professional at the BioDynamics office.