

Rick Canady

CEO, Houston Eye Associates

We're a group that has 17 offices, 37 ophthalmologists, and 9 optometrists. What RealMed gives you is the overall front-end cleanliness that you have to have in Accounts Receivable. If you don't have that then your Accounts Receivable takes a lot longer to work. Our days outstanding are at 31 and most all of our patients are paying within 21 days from the date of service; some 15; some even faster than that. So we collect the co-pays up front and all the insurances pay on a timely basis. We can make sure there are no denials for a medical necessity or another reason. So denials are way down. We saw 20,600 more patients last year than the year before that, and I didn't have to add anybody to the business office.

What we're actually doing is batch eligibility. We know whether the patients who are coming for an appointment have insurance or not. We'll check their files online and if they're not confirmed we'll collect payment from them.

Actually we've revamped the whole way we're doing collections because we're trying to make sure that after the insurance pays that there isn't anything left to collect. So we're collecting all the deductibles and co-pays up front. It used to be a guess what these amounts were but with RealMed it's no longer a guess, it's an actual amount, which is making everything much smoother.

When you see as many patients as we do, it's a tremendous liability if you're trying to manually post everything. So we're posting electronically with RealMed. It makes it so much smoother, more accurate, and done on a more timely basis. The electronic posting also shows us where we have denials, which are separated, helping us work the denials on a much more timely basis.

Whenever we've had an issue, the RealMed people are always out here. I have constant contact with everybody and we've never had a problem getting in touch with RealMed. They're always out here making sure we're trained well and that everybody's using the system.

If you can find a system that's better than RealMed, that does what RealMed does, I'd be surprised. I've looked and I've been in business for 37 years. I know we were the first RealMed client in Houston and maybe in Texas. That was six years ago and I haven't thought about leaving.