

# Bayou Pediatric Associates

## A CASE STUDY

CUSTOMER	PROBLEM	SOLUTION
<p>Bayou Pediatric Associates (BPA)</p> <p>7 Full-time Physicians and 4 Part-time Physicians</p> <p>60 Staff Members at both locations (including clinical staff)</p> <p>8600 Patients seen per month</p> <p>2 Locations</p>	<p>Bayou Pediatric Associates is a thriving practice focused on pediatric care. As with many practices, below are a few of the problems they faced:</p> <ul style="list-style-type: none"><li>• Accounts Receivable climbing out of control</li><li>• All re-filing of outstanding insurance was a manual process</li><li>• The inability to quantify and group insurance collections, much less patient collections</li><li>• Limited meaningful reporting capabilities</li></ul>	<p>The MEDTRON professionals, along with dedicated Bayou Pediatric employees, reviewed all aspects of the business practices. The Team then implemented the MEDTRON Core Solution, and the specialized KidMed Module.</p>
THE RESULT		CUSTOMER RESPONSE
<p>In just three months, with a line-item conversion from their prior Medical Manager™ system to the MEDTRON Solution, accounts receivable were reduced by 50%! One of the contributing factors is the auto re-file of insurance claims that were not paid in the time frame deemed appropriate for the carrier. They were able to re-file many claims and single line-items that couldn't be kept up with manually. They collected thousands upon thousands of dollars lost in their prior system, and were able to keep up with the ongoing filing of new items. Additionally, the financial reports are broken down in many different facets allowing us to focus on all areas of their practice. With no increase in charges, their collections increased significantly, and have stayed at the higher rate even with reimbursement going down. Furthermore, Bayou Pediatric Associates has been able to move employees to different departments due to the speed and accuracy of the system. They have also been able to increase productivity in the business office without adding more employees.</p>		<p>“The experience Bayou Pediatric Associates has had with MEDTRON has been nothing but wonderful for the last three years. MEDTRON helps in every area, whether it is technical, software or any other problems we may encounter. Support has always been there, and they have treated us like we are the only customer they have. With MEDTRON's Auto Re-file Feature, we've finally gotten collections under control. In fact, our accounts receivable are just HALF of what they were prior to converting to MEDTRON and it is much easier to use!!! They also have wonderful friendly user meetings. GREAT JOB!”</p> <p><i>Norma Adams, Office Manager</i></p>