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EHR Must-Haves

to Build Stronger
Payor Relationships



The private practice-payor relationship is fraught with challenges. Difficult claims processes, bottlenecks in communications between the practice and the payor, and ever-changing insurance policies create more work for healthcare providers and their support staff while also negatively impacting a practice's financial stability.

What many private practice owners fail to realize is that, with the right EHR solution in place, they not only have the tools to strengthen their relationships with payors but they can also improve daily workflow processes. Unfortunately, too many practices have invested in EHR technology that simply does not achieve the intended results: increasing efficiencies while reducing costs.

EHR technology has come a long way since it was first introduced sixty years ago. After all this time, it's common to think that all EHR platforms are created equal, but the reality is that the EHR landscape is just like any other software category. It includes high-performers and laggards and the primary problem with the laggards is that the technology does not provide a truly integrated experience across your practice.

The Downside of Ineffective EHR Solutions

Ineffective EHR platforms—or worse, relying on paper-based work processes—have far reaching implications. Lackluster platforms create more work for the entire staff, enabling inefficiencies that lower productivity levels and drive higher rates of burnout, which is a serious problem across the healthcare industry.

According to the [Medical Group Management Association \(MGMA\)](#)¹, 80% of healthcare leaders report feeling burned out. Meanwhile, the [U.S. Department of Health and Human Services \(HHS\)](#)² has emphasized how excessive workloads and administrative burdens lead to burnout among healthcare providers. Just last year, a [survey](#)³ of more than 26,000 healthcare providers, both physicians and nurses, revealed that high levels of work-related stress and burnout were causing many to rethink their professional roles with 41% of nurses saying they intended to leave their jobs within two years and 24% of doctors saying the same.

How Your EHR Can Help Reduce Burnout

In addition to improving practice-payor relationships, an effective EHR platform can have a massive impact on work-related stress and burnout. By implementing a high-performing, integrative EHR solution that enables automation, you put the wheels in motion to vastly improve daily operations, accelerate internal workflow processes, and your streamline payor processes and claim submissions. The technology ushers in all new levels of productivity, lightens workloads, and creates a more symbiotic relationship between the practice and payors.

By connecting payor and claims processes within the EHR to your practice management and patient engagement capabilities, you enable expedited workflows, reduce redundancies across the practice, and minimize data errors. Claims are submitted correctly and on time. Reimbursement payments show up when expected. The patient experience improves. Most importantly, your clinical staff feel less burdened by administrative work and the admin staff is more productive.

It's a dream come true for any private practice owner. But before you can make it a reality, it's imperative that your practice implements an integrative and intuitive, all-in-one EHR, practice management, and patient engagement solution that comes equipped with built-in features that can help drive revenue and fortify your practice's financial stability.

For the private practice owners and healthcare providers who are unsure which EHR platform will meet their most critical needs, AdvancedMD has defined the following ten must-have EHR features.


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EHR Must-Haves to Build Stronger Practice-Payor Relationships and Reduce Work-Related Stress

1. Transparent, secure, and compliant communication portals
2. Data accuracy
3. Real-time eligibility verification processes
4. Automated prior authorization processes
5. Highly efficient claims management capabilities
6. Data security compliance and support
7. Comprehensive and customizable reporting capabilities
8. Financial insights
9. Collaborative decision-making processes
10. A responsive support team





10 EHR crucial features to driving efficiencies across the practice and enabling more collaborative and beneficial relationships with your payors.

1. Transparent, secure, and compliant communication portals

An EHR can serve as the communication center between your practice and payors for a wide range of data, including claims and payments. However, not all EHRs include the functionality to enable this communication transparently and securely in a way that meets compliance regulations.

An EHR that offers transparent, secure, and compliant communication capabilities improves the practice-payor relationship by reducing the amount of time spent troubleshooting patient data issues, enabling fewer claim denials, and amends reimbursement errors before they become a problem.

2. Data accuracy

Patient data accuracy is imperative to a practice's overall success. Unfortunately, glitchy technology that has minimal automation capabilities and zero integrative qualities can lead to increased data errors throughout the practice. Manually collecting and entering data on every visit is even more challenging—creating time consuming processes that open the door to even more errors.

An EHR that automates patient data collection saves many hours while also improving data accuracy, thus improving the practice-payor relationship by minimizing claim errors and discrepancies and streamlining the claims submission process.

3. Real-time eligibility verification processes

Implementing an EHR with real-time eligibility verification process capabilities—which allow your practice to batch check patient insurance eligibility with a simple click of button—saves time, helps

you avoid denials, and accelerates payments. In return, your practice can create more streamlined processes with payors. Automated eligibility verification processes also helps accelerate patient check-ins and avoid rejected claims, vastly improving the patient experience.

4. Automated prior authorization processes

Comprehensive EHR technology includes automated prior authorization features to help build seamless workflows between your practice and your payor networks. Not only does this improve your relationships with payors, it reduces the time your admin team spends on the overall claims process, as well as the amount of time your patients spend waiting for procedure authorizations. Patients receive the care they need, staff workloads are minimized, and your practice receives reimbursements in a timely fashion.

5. Highly efficient claims management capabilities

Your EHR's claims management features can make a significant difference in the claims process. To ensure a clean submission process, look for an EHR that has the following features:

- Automated claims scrubbing ensures your EHR automatically flags and corrects claim errors to improve your acceptance rates.
- Web-based claims processing and an automatic payment workflows allow practices to submit claims and post payments at an accelerated rate.
- An intuitive claims review process gives administrators actionable worklists for managing denials and appeals with minimal hassle.

6. Data security compliance and support

As data breaches increase across the healthcare industry, your practice's EHR can help ensure security and compliance. It's imperative that your EHR meets standard security regulations, but it should also adhere to billing regulations and document requirements. These compliance standards should be built into your EHR so that you are automatically set up to work with payors and meet their data security requirements.

7. Comprehensive and customizable reporting capabilities

With comprehensive and customizable reporting capabilities, your EHR can help you identify analyze claim processes, reimbursement trends, and denials, giving you the information you need to negotiate more favorable terms with your payors. You can also identify productivity gaps and determine which healthcare providers and procedures have the biggest impact on your revenue.

8. Financial insights

A truly innovative EHR platform gives your practice deep financial insights that help elevate practice-payor relationships, negotiate higher reimbursement rates, and drive long-term financial stability. It can also act as the cornerstone of your revenue cycle management (RCM) processes, offering up routine reports that highlight which areas of your practice are generating the most revenue and where you may need to invest more time and effort.

9. Collaborative decision-making processes

An effective EHR platform serves as the central hub between your practice and payors. When you implement EHR technology that accelerates and streamlines payor communications, you develop a more collaborative relationship with your payors. Look for an EHR platform that enables easy and intuitive communication capabilities so that you can more easily resolve payor disputes and negotiate better reimbursement rates and contract terms.

10. A responsive support team

Even the most intuitive EHR platforms can be complicated without the right training or support team. To get the full benefit from your solution, make sure that your EHR implementation includes onboarding training services, regular check-ins and updates on new features, and a dedicated account services team that can resolve any issues you may be experiencing.



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How AdvancedMD Measures Up

The AdvancedMD EHR platform includes all 10 must-have features that help your practice build stronger relationships with its payors. And because it is an all-in-one EHR, practice management, and patient engagement solution, it goes far beyond the 10 must-haves. AdvancedMD ties together all areas of your practice, streamlining daily workflow processes, lightening workloads, and driving productivity across your clinical and admin staff.

It creates seamless payor processes, improves the patient experience, and gives you the tools you need to cement your practice's financial health.

Thousands of medical offices and healthcare providers have experienced massive gains after implementing AdvancedMD. The administrative staff at [MIMIT Health](#), a Chicago-based private practice focused on minimally invasive treatments, was spending up to five hours a day manually inputting critical patient data into their systems. They needed a solution that could automate various processes so that their healthcare providers and admin team were free to focus on more important tasks.

"When evaluating new EHR and practice management solutions, we had very specific needs. Our physicians and medical staff wanted the ability to enter as much patient information as necessary in the notes section. Our billing department wanted a solution that allowed us to bring all aspects of our billing process in-house so that we were not beholden to any third-parties," said MIMIT Health's Clinical Operations Manager. "We also needed visibility into critical business insights and the ability to customize financial reports, patient reports, and other important data so that we could make more informed decisions at every level of the practice."

After implementing AdvancedMD, MIMIT Health saw immediate gains. The admin team no longer spent most of their day inputting data and, instead, were able to focus on more strategic work. Clinical staff were more productive and able to increase the number of patients they saw on a daily basis. Most significantly, the practice was able to triple its revenues while simultaneously decreasing operational costs.

If you're ready to build stronger relationships with payors and improve overall daily operations for your private practice, [schedule a call](#) now to speak with an AdvancedMD representative or [register for a demo](#) to see our platform in action.

References

1 Green, Christine. "Stress and burnout a growing concern for healthcare leaders." Medical Group Management Association. 9/27/2022. <https://www.mgma.com/mgma-stats/stress-and-burnout-a-growing-concern-for-healthcare-leaders> | 2 Office of the U.S. Surgeon General Staff. "Healthcare Worker Burnout." Department of Health and Human Services. 5/25/2022. <https://www.hhs.gov/surgeongeneral/priorities/health-worker-burnout/index.html> | 3 Thompson, Dennis. "Burnout Levels High Among U.S. Healthcare Workers." U.S. News & World Report. 4/03/2023 <https://www.usnews.com/news/health-news/articles/2023-04-04/burnout-levels-high-among-u-s-health-care-workers>

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