



YOUR TRUSTED PARTNER

WITH SOLUTIONS TAILORED TO YOUR NEEDS

A RELENTLESS QUEST FOR BETTER

Times are not easy for the practice of medicine, especially for ambulatory practices and the communities they serve. Declining reimbursement, excessive regulation, and evolving payment models threaten to make your professional life more frustrating and your practice less profitable.

At NextGen Healthcare, we believe in a better path forward. We are on a relentless quest to improve the lives of physicians, administrators, and patients—providing solutions tailored to your practice’s specific needs—as together, we meet the challenges of today and tomorrow.

Aligned to healthcare’s quadruple aim, we seek to be your partner to ensure greater profitability, improve the patient and provider experience, and achieve better outcomes at every stage of the journey to value-based care.

Learn how we can help. It’s time to thrive, to succeed, and to live better.

Join our quest for better.

“Better is the mission to constantly provide more effective care in a transforming healthcare industry.”

Rusty Frantz
CEO and president
NextGen Healthcare

Physician burnout is increasing

51% of physicians reported experiencing burnout in 2017, naming too many bureaucratic tasks and hours at work as the top causes.¹



CLINICAL CARE

We help your practice achieve its fullest potential by empowering your care team to focus on what matters most—your patients. Improve clinical workflows, lessen administrative tasks, communicate health data more effectively, and free staff to focus on patient care.

The result—better patient outcomes and increased revenue, with solutions that enable you to:

- **Enhance the quality of each patient visit** – automate patient intake and streamline clinical workflows.
- **Document faster** – use speech-driven solutions to complete charts before you see your next patient.
- **Engage whenever and wherever care happens** – with sophisticated mobile solutions.
- **Access specialty-specific content** – enhance your specialty workflow, and meet your specific data capture and quality reporting needs.
- **Collaborate more effectively** – with integrated interoperability and a fast, secure communications platform.
- **Manage care transitions expertly** – access the largest provider directory in the United States, with more than 1 million caregivers, as well as hospitals, health systems, and payers.
- **Scale up as your business grows** – simplify expansion to new locations.

Physicians need more time

77% of physicians say they need more time for direct patient care.²

POPULATION HEALTH

Understanding and communicating with your patient population are critical for success as the healthcare system shifts toward value-based reimbursement. NextGen Healthcare offers the advantage of sophisticated yet user-friendly solutions that provide actionable intelligence.

Gain clarity, improve patient outcomes, and grow your market share. Our population health analytics allow you to:

- **Aggregate data from multiple sources, within the EHR and beyond** – integrate data from claims, health information exchanges (HIEs), and other sources to gain a richer, more accurate view of your patients.
- **Obtain valuable insights** – convert patient data from disparate sources into actionable information by identifying patient cohorts with distinct care needs.
- **Put insight into action** – use an outreach engine to communicate with at-risk patients, which can help decrease risk factors for chronic illness and lower the cost of care.
- **Improve disease management** – better classify, monitor, document, and manage patients with chronic conditions.
- **Save money and effort** – identify and eliminate costly care that fails to achieve desired outcomes.
- **Enhance revenue** – achieve quality measures and qualify for incentives under value-based payment.
- **Increase earnings from preventive services** – automatically send reminders for preventive services to identified cohorts of your patient population, encouraging them to seek the care they need.

Value-based reimbursements are **increasing**

Nearly 50% of reimbursements being paid out are via value-based care models.³

CONNECTED HEALTH

Fast, effective communication with patients, providers, and health systems is key to success in practice today. Leverage the power of a truly connected community to improve patient outcomes, drive care efficiency, and grow market share.

NextGen Healthcare can help you:

- **Target patients more efficiently** – stratify patients using population analytics, and target them through sophisticated outreach to improve outcomes and increase revenue.
- **Communicate with patients more effectively** – connect with patients on their own terms through automated, personalized text, phone, and email appointment reminders, balance due notices, birthday greetings, and more.
- **Thoroughly monitor patient progress** – harness the power of national interoperability to access health information about your patients, regardless of where they sought treatment.
- **Oversee care transitions with confidence** – ensure continuity of care by sharing health data across disparate systems and platforms with other providers and health organizations.

More patients are making
their appointments online

64% of patients will choose to schedule their appointments online by the end of 2019.⁴



Denied claims aren't getting resolved

50% to 65% of denied claims are never addressed due to support staff's lack of time or knowledge.⁵

FINANCIAL MANAGEMENT

Shifting payment models, declining reimbursements, and other financial pressures take a serious toll on practice administrators and clinicians alike. Optimize revenue capture with billing, collections, and claims services from NextGen Healthcare.

Our experts analyze your practice's financial health from all angles and can tailor revenue cycle management (RCM) and medical billing services for optimal performance. The result—costs go down and ROI goes up.

Why choose NextGen Healthcare?

- **Deep expertise and domain knowledge** – turn to a support team of more than 1,300 billing, claims, and practice management experts.
- **Proactive account management** – count on account managers who provide complete oversight while making sure your claims and billing are on track.
- **Lower total cost of ownership** – plug revenue leaks, reduce administrative burden, and optimize business performance with managed financial services.
- **Stay ahead of regulatory changes** – keep pace with requirements of value-based reimbursement and minimize risks to cash flow from noncompliance.
- **Do more in less time** – automate billing workflows and payment methods to boost efficiency.

ABOUT NEXTGEN HEALTHCARE

With a relentless focus, deep domain knowledge, and differentiated service experience, NextGen Healthcare is transforming the way ambulatory practices meet success in today's healthcare system. We believe a healthcare practice should be about helping patients.

Our meaningful insights power integrated solutions, enabling clinicians to reach the quadruple aim while navigating the journey of value-based care with peace of mind. Because we believe happy physicians help make healthy patients.

1 Carolyn Long Engelhard. "The New Healthcare Crisis? Doctor Burnout, Thanks to Paperwork," The Hill (blog), February 1, 2017. <http://thehill.com/blogs/pundits-blog/healthcare/317233-doctors-are-increasingly-burnt-out-thanks-to-paperwork>. **2** Black Book Market Research. "Accelerating Number of Physicians Select Outsourced RCM Services to Align Clinical & Financial Outcomes," Cision PR Newswire, September 29, 2016. <https://www.prnewswire.com/news-releases/accelerating-number-of-physicians-select-outsourced-rcm-services-to-align-clinical--financial-outcomes-shows-black-book-survey-on-value-based-care-prep-300336641.html>. **3** Bruce Japsen. "UnitedHealth, Aetna, Anthem Near 50% Value-Based Care Spending." Forbes, February 2, 2017. <https://www.forbes.com/sites/brucejapsen/2017/02/02/unitedhealth-aetna-anthem-near-50-value-based-care-spending/#287c7a31d4e2>. **4** "Patient Engagement: Digital Self-Scheduling Set to Explode in Healthcare Over the Next Five Years." Research report, Accenture, 2016. https://www.accenture.com/t20170412t073547z__w__/us-en/_acnmedia/pdf-6/accenture-patient-engagement-digital-self-scheduling-explode.pdf. **5** Tina Graham. "You Might Be Losing Thousands of Dollars Per Month in 'Unclean' Claims." *MGMA Connection Magazine*, February 2014. <https://www.greenwayhealth.com/wp-content/uploads/2014/03/MGMA-Connection-Tina-Graham.pdf>.

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