

# ACO efficiently manages population health with the help of Gateway EDI

United Medical



## Multi-Specialty

United Medical, Cerner and Gateway EDI are working together to improve population health management. As the largest private ambulatory health care network in Delaware, United Medical is comprised of 20 specialties and more than 60 practices throughout the state. As a Cerner Ambulatory partner, the group operates with a unique objective in mind: to unite providers and patients under one Accountable Care Organization (ACO). The goal is to work with individual practices to increase the quality of patient care, streamline processes in the office and leave more time for each patient. With a local network currently uniting more than 150 providers and 250,000 patients, United Medical is well on its way to changing the health care landscape in Delaware.

“We aim to change the behavior of patients, insurance companies, government policy, physicians, hospitals and health systems. We are focused on a vision of a patient-centered community with Cerner,” says Kemal Erkan, CEO of United Medical.

### A community of care

In line with the government’s recent push to encourage physicians to adopt electronic health records (EHRs), Erkan’s team at United Medical works with practices throughout the state to assist in the adoption and implementation of Cerner’s Ambulatory EHR. Working exclusively with Cerner solutions helps the United Medical

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**- Kemal Erkan, CEO  
United Medical**

team take advantage of efficiencies across the system and become confident users of those solutions. United Medical assists physicians and patients in their journey to become paperless with Cerner’s highly customizable EHR. Physicians truly appreciate being able to access immunizations, inbound labs, health

maintenance, reporting, diagnoses lists, medical history, documentation and ePrescribing at any time, day or night.

Erkan says, “Implementation of EHRs between doctors’ offices and hospitals is the wave of the future. Now with government support and a general agreement of the need for electronic records, physicians and practice managers alike are focusing on a central goal of going digital in order to better the delivery of care. Cerner’s Ambulatory EHR offers tiers of solution functionality, allowing providers to place a toe in the water when moving from paper to electronic workflows. This allows a health system to provide a true community strategy to integrate all providers and staff members with increased functionality available to meet their needs and growth progression.”

### Access any time, anywhere

Using Cerner Ambulatory, affiliates of United Medical can access patient and personal information from any location where Internet access is available.

In addition, Cerner's software enhances documentation, improves health maintenance tasks, provides follow up reminders, and incorporates other important functions resulting in lower hospital admissions and readmissions. All of these pieces from Cerner's system help to significantly drive down health care costs and enable better care for patients and more focus for physicians.

"Cerner's EHR provides physicians with increased efficiency and access to the information they need when they need it. Our health partners are pleased with the easy implementation and minimized up-front costs, as well as ongoing maintenance-free upgrades," Erkan says.

### Partnership benefits

Erkan anticipates the average increase of revenue per practice to be 5 to 10 percent (as an average of the prior calendar year). Once the revenues have been maximized for the practice, United Medical continues to work with practices to decrease their expenditures to enhance the workflow and operating processes.

Chirag Shah, Managing Director, believes a key factor in this financial success is United Medical's clearinghouse, Gateway EDI. "The service we get from Gateway EDI is some of the best," Shah says of United Medical's 10-year relationship with the clearinghouse. "Gateway is a one-stop shop for practices. It gives me piece of mind, which helps me focus on the other issues in the practice!"

### "A great tool for billing companies"

Gateway offers a complete package that helps practices with such operations as patient payments, claims processing, insurance eligibility, reporting and more, in order to help

practices maximize their revenue and get paid quickly.

"Turnaround time for claims is almost instant, and we never have to deal with

Organization that works to bring all aspects of the care team together for the benefit of the patient," Erkan reflects.

## Client At a Glance

**Name:** United Medical

**Location:** Newark, Del.

**Number of Providers:** 150

**Specialty:** Multi-Specialty

**Solutions:** EHR, Practice management, ePrescribe, Gateway EDI

'no claim on file' from a payer," says Shah. "Sending statements to the patients is a just click away, and we can view the statements online, which makes it easier for us to help the patients with the bill."

Shah also praises Gateway EDI's integrated online tools. "Gateway EDI's website is much more robust than any other clearinghouse I have used before. It has great reporting tools that help us analyze rejections, claims and employee productivity easily," he says. "It is a great tool for billing companies like us. We can monitor claims, rejections, and the activity of our staff from one place with one login, rather than going into each site separately with different logins." Shah credits Gateway EDI with increasing the productivity of United Medical staff and decreasing the error rate for claims.

### A community of care

"The partnership with Cerner and Gateway EDI has been fruitful for my team as well as my physician clients, providing us with the ability to secure our vision of an Accountable Care

### Too important to stay the same

Cerner eliminates error, variance and waste for health care providers and consumers around the world.

Our solutions optimize processes for organizations ranging from single-doctor practices to entire countries, for the pharmaceutical and medical device industries, and for the field as a whole.

As we enter our fourth decade, we remain focused on developing innovations that will improve your entire health experience. Health care is too important to stay the same, so we're changing the way people:

- Use and share information
- Pay for health and care
- Think about health

Join us as we work to make health care all it should be for your physician practice. For more information, please call 800.927.1024, or visit us online at [www.cerner.com/physicianpractice](http://www.cerner.com/physicianpractice), [Twitter.com/CernerPhysician](https://twitter.com/CernerPhysician) and [Facebook.com/CernerAmbulatory](https://facebook.com/CernerAmbulatory).