



SUCCESS STORY: *Managing a Practice that Grew from 300 to 600 Physicians in 4 Years*

SUMMARY

Boncura has partnered with DuPage Medical Group for more than six years, providing a full range of services to this large physician group. Since working with Boncura, DMG has been able to reduce unpaid claims and gain actionable insights on issues like emergency room leakage, ultimately improving their bottom line. Learn how Boncura contributed to this growth by reading the case study below.

BACKGROUND

DuPage Medical Group is the largest independent physician group in the Chicago area. Formed when three health care groups came together in 1999, DMG was established as a physician-led organization and remains that way today.

As DMG has grown to include more than 600 physicians, the operational and administrative needs of the organization have risen significantly. In order to remain competitive and exceed standards for quality, efficiency, and access, DMG focused on creating a highly efficient, data-driven administrative team of experts to handle practice management, revenue management, and value-based care services.

DuPage Medical Group Overview

- Independent physician group and member of an accountable care organization
- Founded in 1999 in the Chicago area
- Manages nearly 200,000 lives in various forms of value-based contracts
- 80+ locations
- Boncura client for 6+ years

In 2011, this team became a formal subsidiary of DMG under the name Midwest Physician Administrative Services (MPAS). In addition to serving all service lines and physicians within DMG, MPAS began working with a number of other physician-hospital organizations and independent practice associations who had similar needs to DMG.

As MPAS identified a growing opportunity in the health care space for administrative support — both within the Midwest and beyond — they expanded their team and offerings to bring even more value to clients. In 2017, MPAS changed its name to Boncura Health Solutions to better fit the organization's broad client base and growing business.

Although the stories of Boncura and DMG are inextricably linked at their roots, Boncura continues to thrive as an independent, wholly owned subsidiary organization that has evolved to serve its many clients, including its first and largest: DuPage Medical Group.





APPROACH

The Boncura team provides DMG with a full suite of services, ranging from IT support to eligibility administration. During our six-year relationship with DMG, the following goals have guided us:

- **Continue to provide efficient, accurate, and reliable service scaled to meet the needs of a rapidly growing organization.** Since Boncura began working with DMG in 2011, the organization has grown from 300 physicians to more than 600 physicians.
- **Customize services to meet the needs of the client.** The Boncura team has adapted their approach to make sure that DMG's administrative needs are met to the fullest. For example, Boncura developed a reporting platform that accurately and visually identifies areas for improvement.
- **Go above and beyond to serve all DMG entities.** DMG operates as both an independent practice association as well as an accountable care organization, resulting in a complex administrative challenge. The Boncura team's goal is to seamlessly serve all entities within DMG, no matter what their type or size.

The Boncura team continues to adapt our services to meet DMG's evolving needs. Today, we provide the organization with the following support:

Analytics and Reporting

Through the Boncura analytics dashboard, Boncura is able to provide data on important metrics like quality incentives and accounts receivables. Physicians are provided reports that contain actionable data leading to improved outcomes. Our actionable insights platform allows the client to quickly identify areas for improvement. We recently worked with DMG to identify and close quality care gaps which resulted in their receipt of full incentive payment.

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Providers have similar problems with how to improve quality and costs and monetize reimbursements. Providing information at the point of service for a physician to make decisions about how to treat that patient enables quality and costs to be improved. If all we do is improve healthcare in one community, I will feel good about that.”

- Mike Kasper,
CEO of DuPage Medical Group

Billing and Collections

The Boncura team handles DMG's claims, patient billings, and insurance collections to make sure delays are minimized and bills are handled on time. With DMG and all of our clients, we have consistently averaged a superior 98% first claim acceptance rate helping avoid costly rejections leading to faster payments.¹

Call Center

We receive 60,000 calls on behalf of DuPage Medical Group every week, handling the scheduling process for almost 80% of all of DMG's specialties. Our call center team of 200+ employees helps patients choose a physician, answers insurance questions, and even assists with registering patients.

¹ Statistic from data collected between 2013 – 2016.



Case Management

Boncura's case managers work closely with DMG patients to identify appropriate pathways for care. Through this individualized support, we help DMG improve population health management and with the implementation of an integrated case management program, Boncure has reduced the DMG readmission rate by 20%.

Claims Processing and Adjudication

As a large healthcare provider, DMG must maintain accurate and efficient claims processing for success. With the help of Boncure, the client has been able to handle millions of claims each year.

Compliance

Boncure's compliance specialists consult with the DMG team on a regular basis to ensure the organization steers clear of risks and operates appropriately in an ever-changing industry. From navigating DMG through the passage of ACA to ongoing changes at CMS, Boncure provides the Dupage Medical Group team with updates on the latest rules and regulations so that the group stays ahead of change.

Coding

Our credentialed coders help a large organization like DMG optimize reimbursements and remain efficient during periods of increased need. Since working with Boncure, DMG has decreased its turnaround time for coded transactions, completing most in fewer than 48 hours.

Credentialing

With more than 600 physicians, DMG's credentialing needs are significant. Boncure saves DMG time and money by quickly addressing credentialing matters. Boncure has a well-defined credentialing and re-credentialing process for evaluating and selecting licensed independent practitioners to provide care to its members. For example, Boncure conducts timely verifications of information from primary sources to ensure that practitioners have the legal authority and relevant training and experience to provide quality of care.

Eligibility Administration/Member Attribution

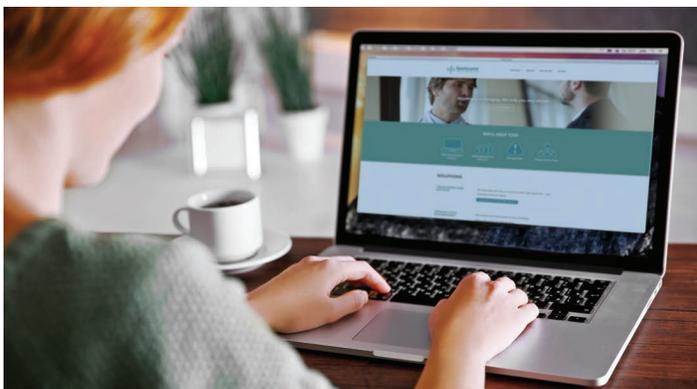
Boncure handles all of DMG's membership data, providing the client with up-to-date records and streamlining eligibility processes enabling optimal management of DMG's capitated program.

Human Resources and Payroll

Because of its size, DMG must ensure that payroll and HR processes are streamlined to best serve its large staff. Boncure's team handles everything from benefits to incentives and bonuses for DMG.

Information Technology

Boncure utilizes all features of the Epic software to manage referrals, patient communication, and population health reporting for DMG. We also provide additional IT support for the client. For example, our IT team recently helped DMG implement online scheduling for their patients, working with Epic. In addition to Epic, Boncure's team of IT experts also provide support for a multitude of applications used by DMG's clinical departments such as Radiology, Oncology, and Dermatology among others.





Account Management

Boncure account management is an integrated model built on our fundamental commitment to create successful, long-term relationships through effective communication, data analysis, value creation and co-development of strategies that align direction and need. Our Account Managers follow disciplined processes that shape customer experience.

Quality Management

Boncure serves as a trusted outside resource for DMG, bringing a fresh perspective and recommendations for achieving the Triple Aim. We sit down with the DMG team at least once a month to discuss quality management.

Utilization Management

DMG provides care for thousands of patients, and relies on Boncure to make sure that patients receive high-quality, efficient care. Our utilization management process helps make sure patients are treated swiftly and appropriately. In the past six years, DMG has witnessed a reduction of more than 10% of their days/thousand. Based on a nationally recognized utilization model, DMG's statistics identify them as a "well-managed group."

RESULTS

Because Boncure was born out of DuPage Medical Group, we've been able to successfully grow as an organization alongside this client, providing the administrative services the organization needs while also gaining valuable experience that we've since shared with other partners. DMG has experienced the following successes with the help of the Boncure team:

- HEDIS measures above NCQA's 90th percentile
- Achieved maximum Blue Stars four years in a row for quality measures
- Achieved over 90% of available quality incentive funds for the past four years
- Saw increases in generics utilization year-over-year for the past four years

