

Eagles Landing Family Practice

Eagles Landing Family Practice is proud to combine the services of a big healthcare system with the care and convenience of a family practice. In addition to primary care, the practice located in south Atlanta also offers a sleep center, imaging, endocrinology, women's services, vision care, and skin care.

PROFILE AT-A-GLANCE

- + 11 locations in south Atlanta, GA
- + 40+ board-certified providers
- + 250,000 patients
- + ChartSpan client since 2017
- + www.elfp.com

A few years ago, the practice decided to offer a Chronic Care Management (CCM) program to its patients. The benefits were twofold: first, it would help improve the level of care provided to Medicare patients with multiple chronic conditions; second, a CCM program would generate new revenues in a time when reimbursement was tightening.

"We initially thought about implementing CCM ourselves, but we would have had to hire an entire team," says Kim Wright, billing manager for Eagles Landing. "It's very time consuming to meet the 20 minutes of care coordination criteria for each patient every month, and the nurses and physicians already have full workloads. Plus, the complexities that come with trying to continuously identify eligible patients, manage patient enrollment and ensure proper billing codes are used was going to require significant time and attention."

Eagles Landing decided to find a partner to manage its CCM program. They chose one of the many different vendors claiming to offer CCM services. However, the team at Eagles Landing quickly became frustrated. The vendor was simply calling the practice's Medicare patients and trying to convince them to enroll in the program. Most of the burden of performing the care services was then placed on the Eagles Landing staff. The task lists on the dashboard continued to grow, and the team was overwhelmed. Wright knew there had to be a better way.

Wright was referred to ChartSpan, the nation's largest care coordination provider, through another physician, who shared with her the unique approach ChartSpan was taking to support his chronically ill patients.

"With ChartSpan, I believe we are delivering better quality care to patients. Our patient satisfaction is up, and our patients like that they can get in touch with someone any time, day or night."

– Kim Wright, Eagles Landing

“ChartSpan not only enrolls the patients, but also performs the care and coordination work on our behalf through its team of clinical experts on staff instead of just giving us a task list. Their extensive call center gives our patients 24x7 access to these clinicians who can answer patients’ questions any time, day or night. They also help our patients get access to additional care services, such as medication discount cards, transportation programs, meal programs and even helping them find the right home care service provider. With ChartSpan, our patients are completely taken care of between visits, and our staff is able to focus on providing care to the patients in our office.”

Benefits to the Practice

ChartSpan is also good for Eagles Landing physicians. Thousands of patients have enrolled in the CCM program, meaning they have multiple chronic conditions and can benefit from the access to extra care services to help them manage their diseases. The enrolled patients generate a revenue stream of hundreds of thousands of dollars annually – all with no additional investment of time or resources by the practice.

As the billing manager, Wright is particularly pleased with the interface that has been established between ChartSpan and the practice’s billing system, eClinicalWorks. “Because ChartSpan is integrated with our EHR system, I just click a button to do the CCM billing,” she says. “The systems are able to ensure we use the correct CCM codes, and the claim goes right through. I no longer have to manually enter claims at the end of every month, which saves me and my team a tremendous amount of time.”

Patient Success Stories

According to Wright, Eagles Landing patients are thrilled with the 24x7 access to care experts they now have. Even though the practice is open seven days a week, having ChartSpan clinical resources available by phone any time has been

extremely beneficial. In fact, Wright recalls several occasions where the patient called ChartSpan, and because an expert was available, they were able to avoid an unnecessary visit to the emergency room. In other cases, the ChartSpan clinician was able to identify an urgent, critical issue and coordinated immediate transportation to the hospital.

“Sometimes when patients are unsure of a problem, they wait; and in some cases, they wait too long. I have no doubt that on multiple occasions, the ChartSpan team has saved the lives of several of our patients. Now that they have access to specialized clinicians 24 hours a day, they can just pick up the phone and get the guidance they need. The response from our patients to the ChartSpan service has been very positive,” added Wright.

Top Notch Service

Perhaps one of the biggest surprise benefits Wright and her team have realized by partnering with ChartSpan is the level of customer support she and her team receive. “It’s unusual to receive such a high level of customer service. The ChartSpan team is very responsive any time I have a question. Our customer success manager helps me educate physicians and new employees about the program regularly and is proactive in helping us manage our population of eligible patients. We are thrilled with the service ChartSpan provides us.”

About ChartSpan

ChartSpan is the largest, managed service provider of chronic care management programs in the United States. The company provides turn-key, managed care coordination and compliance programs for doctors, clinics, and health systems. ChartSpan manages patient care coordination and value-based programs for more than 100 of the most successful practices and health systems in the United States. For more information about ChartSpan, visit chartspan.com or call 864.671.1990.

