

# Tidewater Physicians Multispecialty Group Realizes Immediate ROI from AGS Health-Developed RPA Tool

## CASE STUDY

### Tidewater Physicians Multispecialty Group Newport News, VA.

Tidewater Physicians Multispecialty Group (TPMG) was formed in 1992 with four primary care medical groups in Newport News, Hampton, and Yorktown, Virginia. Today, TPMG has grown to include more than 245 primary care, specialty physicians, and advanced practice clinicians providing consistent, compassionate, high-quality medical care in 85 locations throughout the Hampton Roads and southeastern Virginia.

TPMG turned to its revenue cycle management (RCM) partner, AGS Health, to help it leverage Robotic Process Automation (RPA) to resolve challenges associated with key manual RCM processes.

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More than 245 primary care, specialty physicians, and advanced practice clinicians in over 30 specialties.

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Caring for more than 150,000 patients each year in 85 locations throughout the Hampton Roads and southeastern Virginia.

## CHALLENGES

- Limited resources to manually process placeholder transactions that allowed claims that include zero-dollar quality codes to be paid.
- Manual processes consumed staff resources that were better suited for higher-value responsibilities.
- The backlog created by the time-consuming process disrupted the billing and collection cycle.
- Delayed billing impact patient satisfaction.

## Outcomes

- Automated 98% of the penny adjustment process and resolved a backlog of more than 100,000 outstanding write-offs in just four months, which would have cost \$41,000 annually in FTE labor if done manually.
- Achieved a 99% accuracy rate in transaction posting.
- Will generate an estimated savings of more than \$200,000 over a five-year period.
- Accelerated the revenue cycle, improved overall cash flow, and delivered clearer insights into TPMG's financial outlook.



### Rapid deployment

From the initial discovery call through implementation and QA, AGS Health delivered the custom RPA within three months.



### Improved patient satisfaction

With RPA rapidly clearing the penny transactions, patients can be billed faster, alleviating a significant strain on the revenue cycle and source of customer frustration.



### A deliberate, thoughtful approach

The AGS Health team conducted a thorough due diligence process to ensure there was a full understanding of the problem before going into the design stage. This helped ensure the final RPA tool not only resolved the issue, but that it integrated smoothly and successfully into the RCM workflow.

## Penny Problems

TPMG's transition into value-based care brought with it a unique problem with an equally unique solution. The quality claims required under value-based contracts are zero-dollar codes, which some payers are not able to accept. For those payers, TPMG levies a penny charge on the codes as placeholders to prevent the entire claim from being rejected. The penny adjustment, which is not paid, requires TPMG's revenue cycle team to manually write the charge off so patients can be billed for the legitimate charges. Recognizing this as an ideal situation for RPA due to its highly repetitive and redundant nature, AGS Health created an automated transaction posting solution that integrated into TPMG's NextGen practice management system.



“Our staff was definitely excited that they didn't have to do this work anymore and could instead focus on issues that they knew needed their attention and expertise to address quickly and accurately. No one signs up for the job of writing off pennies in a transaction. RPA eliminates that need and lets our staff dedicate themselves to the real work that they did sign on to do.”

DINESH PAI, CHIEF REVENUE CYCLE OFFICER