

SOFHA Achieves Cleaner Claims and Higher Efficiency With Veradigm RCS

A practice ready for change

State of Franklin Healthcare Associates (SOFHA) had relied on its previous practice management system for more than two decades. Many tasks required significant manual effort and often demanded extra staff time to complete. The age of the system meant even simple activities took longer than they should have, and the team rarely had the visibility needed to understand the root cause of recurring issues.

When the practice chose Veradigm Practice Management, leaders saw an opportunity to introduce stronger and more consistent revenue cycle support. Jana Fullbright, Director of Revenue Cycle, admitted she was initially hesitant to involve Veradigm Revenue Cycle Services (RCS). She preferred to keep most functions internal but soon realized how much guidance her team needed while learning a new platform. Payment posting and initial claims submission quickly proved to be the most complex areas, and she saw the benefit of having a partner who understood the system.

CLIENT PROFILE



CLIENT PROFILE

- Large multi-specialty group serving Northeast Tennessee and Southwest Virginia
- 250+ clinicians across primary care and specialty services
- Longstanding user of Veradigm EHR prior to RCS adoption

VERADIGM SOLUTIONS

- Veradigm EHR
- Veradigm Practice Management
- Veradigm Revenue Cycle Services (RCS)
- Payerpath
- RCxRules
- FollowMyHealth

CHALLENGES

- Outdated practice management system in place for over twenty years
- Heavy reliance on manual tasks that slowed payment posting and collections
- Difficulty maintaining efficiency without adding additional staff
- Limited reporting capabilities that made issue identification difficult

SOLUTIONS

- Adoption of Veradigm Practice Management and RCS in January 2024
- RCS support for payment posting and initial claims processing
- Deployment of RCxRules to clean charges before they enter the PM system
- Collaborative denial management structure supported by Veradigm teams
- Access to reporting through RCxRules for better visibility

OUTCOMES

- Clean claim rate recently reached **99.3%**
- Average **27 days** in A/R
- **10%** of A/R over 90 days
- Gross collection percentage of **54.9%**
- Greater efficiency with fewer staff members required
- Automated collections workflows that removed manual letter processing
- Faster posting accuracy and improved co-pay handling at the front desk