



## Successful contract negotiations lead to trusted partnership

### SITUATION

Raleigh Endocrine Associates is one of the Triangle's most experienced and comprehensive Endocrinology practices. Its skilled physicians and staff are trained to provide extensive patient care for a wide range of endocrine, diabetes and metabolic issues.

With six endocrinologists, three mid-level practitioners and approximately 30 other employees, Raleigh Endocrine relies on Practice Administrator Bradley Scheel to manage the revenue cycle and ensure consistent and efficient operations.

With a corporate finance background, Scheel was brought in to re-vamp the practice in 2009. Raleigh Endocrine had become frustrated with the poor customer service of its billing company and the static revenue reports they provided. At the same time, the practice needed to renegotiate expiring carrier contracts. Scheel soon discovered missed opportunities for revenue generation.

### SOLUTION

Scheel first heard about MSOC Health through members of the North Carolina Medical Group Management Association. He was looking for guidance on Raleigh Endocrine's carrier contract negotiation process and was referred multiple times to MSOC. MSOC spent time explaining nuances of the contracts, advising on criteria for negotiation, and helping finalize favorable terms for the practice.

Scheel was impressed with the results MSOC Health delivered, so in the fall of 2010 when the contract with its existing billing company came to a close, Raleigh Endocrine brought MSOC on as its official revenue cycle management partner.

MSOC led the transition and conversion of the practice management (PM) system while Raleigh Endocrine Associates was simultaneously implementing EMR. MSOC was instrumental in delivering a smooth transition while protecting cash flows for the practice. Furthermore, MSOC assisted with reviewing various high-impact managed care solutions, a comprehensive review of the fee schedules, and revenue impact based on actual volume.

### RESULTS

According to Scheel, MSOC's revenue cycle management process is vastly superior to that of the previous provider and much better than in-house billing. With a live interface to the practice management system, MSOC provides ongoing support. MSOC also knows what to look for to avoid common problems in medical practice billing, such as losing thousands of dollars on misfiled or never-filed claims.

As a full-service consulting group, MSOC has also been very effective in annual contract renegotiations for Raleigh Endocrine, as well as helping the practice understand the market as it relates to hiring new doctors and staff.

Lastly, MSOC's industry knowledge provides up-to-date information on regulatory issues, meaningful use and legal issues.

[Read what Raleigh Endocrine has to say about MSOC](#) ►



**“Our relationship [with MSOC Health] goes well beyond revenue cycle management and covers everything with regard to running a medical practice.”**

“We consider MSOC Health an extension of our practice, and the payoff is having a true partnership. We get the benefit of having a full-time, expandable partner. Anytime I have questions, I pick up the phone and call.

“We changed our PM system, and implemented EMR at the same time. Throughout this process, our billing went on without a hitch. You can’t have modern systems without glitches, but MSOC does it better with a quick resolution and the feeling that someone’s always ‘on it.’

“Our relationship goes well beyond revenue cycle management and covers everything with regard to running a medical practice. For example, if you have very little experience when it comes to contracts, you can get hurt in a lot of ways. MSOC assists us with payer contract negotiations, which are among the most beneficial services they provide. The existing relationships they have with carriers better the path. Successful contract negotiations created trust for us to hand off our billing, and we knew it was going to be in capable hands.

“For any doctor that is planning to set up a new practice, I would suggest turning the entire process over to MSOC Health. Protocols, procedures, billing – it would be a massive shortcut, and everything will be done correctly.

“I would definitely say MSOC excels at revenue management, but it’s their customer service that sets them apart from other companies. The people at MSOC and their knowledge base are exceptional, and they continually work on building skills. If we have questions, we always start with MSOC.”



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