MedOne Healthcare Partners: Streamlining wRVU Allocation for Fair Provider Compensation

ProCARE

Introction

MedOne Healthcare Partners is a team of physicians, advanced practice clinicians, and administrative staff who are united by a single purpose—to make healthcare better.

MedOne partners with community and critical access hospitals and has expanded to include care immediately before and after hospitalizations, helping ensure continuity of care and better care transitions. They provide medical services in long-term acute care and inpatient rehabilitation hospitals as well as nearly 100 skilled nursing, assisted living, and independent living facilities.

As an independent, physician-owned and -led practice, they've remained flexible and agile to meet the ever changing needs of their patients and partners.

MedOne by the Numbers

200 providers

50k inpatient admissions

$45 million in compensation

4 FTE Comp Staff

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Problem

For MedOne, the traditional approach to wRVU allocation struggled to keep pace with the reality of hospitalist rotations, patient readmissions, and the nuances of billing and rendering. In addition to creating a significant hurdle in ensuring providers received appropriate credit and compensation for their work, the process often resulted in lost revenue, administrative overhead, and potential provider dissatisfaction.

This case study explores how ProCARE's provider compensation automation solution helped MedOne overcome these challenges, bringing clarity and efficiency to their wRVU allocation process - even in the most complex situations.

Solution
ProCARE's robust technology solution was selected to help MedOne overcome these hurdles.

Key components of the solution included:

TECH INFRASTRUCTURE

Scalable and adaptable technology to streamline compensation management through robust and flexible rules automation.

DATA INTEGRATION

The Data Transfer Utility (DTU) streamlined incoming data with seamless integration from numerous automated feeds and manual transaction files (including HR, Charge, Scheduling, Location, Stipend, and shift-based data).

DATA TRANSFORMATION WITH TRURVU

ProCARE's work queue (truRVU) transformed the data, making it easy to consolidate, calculate and interpret complex information. This capability was essential in addressing data variances and ensuring accurate compensation.

RULES ENGINE

The flexible Rules Engine transforms raw data into actionable outputs. It offers MedOne users near-endless flexibility in configuring compensation attributes based on factors such as region, market, specialty, and more.

USER CONFIGURABILITY

The platform is highly user-configurable and the automation process incredibly transparent. MedOne analysts can regularly interact with the engine, making real-time adjustments and understanding compensation logic in depth. This configurability has allowed MedOne to ensure compensation models evolve in alignment with changing policies and market dynamics.

"ProCARE's integrations make life so much easier. The system helps us see concrete data, which helps adjust compensation models quickly."

Thomas Deliduka, Director of IT

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Results & Impact

IMPROVED OPERATIONAL PERFORMANCE & EFFICIENCY

ProCARE successfully streamlined MedOne's compensation processes, resulting in significant operational improvements.

▶ **Time Savings:** The robust automation reduces manual labor, improving accuracy and speeding up payroll processing.Access to detailed transactional data

▶ **Reduced Errors:** The integration of automated rules and real-time adjustments has minimized billing denials and front/back-end rejections.

▶ **Improved Cash Flow:** ProCARE's automation has optimized MedOne's cash flow, helping to ensure a steadier revenue stream.

SCALABILITY AND FLEXIBILITY

The scalability of ProCARE's solution has enabled MedOne to grow without overburdening their internal systems or incurring additional costs.

ProCARE's cloud-based solution allows MedOne to easily integrate new facilities or adjust compensation models without needing third-party developers.

COST SAVINGS

MedOne has experienced cost reductions due to streamlined processes and the flexible, scalable nature of the ProCARE platform.

STRATEGIC VALUE

The continuous partnership and adaptability of the ProCARE platform have allowed MedOne to stay aligned with evolving healthcare landscapes, further cementing their competitive advantages and status as an industry lead.

"ProCARE has improved our operational efficiencies and allowed us to handle more complexity with greater accuracy."

Brian Shea, *Chief Information Officer*

"The flexibility of ProCARE's system has enabled us to adapt quickly to new needs and complexities. Their ability to streamline complex billing processes has been instrumental in retaining providers by ensuring their work is compensated fairly and efficiently."

Tiffany Pulliam, *Director of Clinical Informatics & Applications*

ProCARE Partnership:
Continuous Collaboration & Flexibility for Evolution

MedOne's team works closely with ProCARE experts in an ongoing partnership. Analysts collaborate with ProCARE specialists to support compensation logic, address challenges, and make enhancements. ProCARE provides strategic input for new projects and implementations of specialized plans.

The flexibility of the infrastructure allows MedOne to evolve its compensation models continuously. The user configurability empowers the organization to adapt to changes in strategy, policy, and market dynamics, ensuring that compensation models stay relevant and aligned with organizational goals.

CONCLUSION

MedOne's journey from compensation challenges to a strategic, value-driven approach, leveraging technology and innovation, positions them as an industry leader. The commitment to transparency, continuous improvement, and alignment with evolving healthcare landscapes reflects MedOne's dedication to delivering high-quality care through effective provider incentive compensation management.

The decision to leverage a flexible compensation platform has set up MedOne stakeholders for success and enabled the organization to leverage compensation to achieve its strategic goals.

MedOne's provider incentive compensation system exemplifies a commitment to high-quality care, strategic value-based approaches, and team-based strategies. ProCARE's technology empowers MedOne as a leader in maximizing opportunities in the dynamic healthcare delivery landscape.