A SIMPLE GUIDE

Preparedness Is What Partnership Is All About

Integrated Solutions for Tribal Healthcare

nextgen®
healthcare

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We understand the challenges tribal healthcare providers face amid evolving regulations, shifting staff and care delivery models, the COVID-19 vaccine rollout, and maintaining the financial health of your health center. As healthcare demands increase, legacy EHR systems can fall short in performance, usability, integration across solutions, and their ability to support clinical and financial operations.

Let's take a closer look at what to seek in a health IT partner as well as the proven solutions, services, and support our experts provide that make us a part of your team and **will help you get the most out of your investment**.

COMMON CHALLENGES EXPERIENCED BY TRIBAL HEALTHCARE PROVIDERS

- **Long waits** on the phone or for a call back with a technology vendor

- **Frustration** with different versions and systems that don't integrate

- **How to use your Indian Health Service (IHS)** allotment and tribal funds for the best possible health IT solutions

- **Compliance** with your 638 Contract while you also seek Section 330 funding as an FQHC

- **Difficulty obtaining advice and support** for an EHR and practice management (PM) implementation strategy

- **Concerns** that the Office of Inspector General might audit your use of federal healthcare funds

- **Obstacles** in helping your patient population take more responsibility for their health

- **Integration** of tribal health into your EHR and PM system

- **How to generate more reimbursement** using the data you collect

- **Difficulty embracing new technologies** as patients' needs mount

As tribal healthcare organizations evolve, patients will expect a new level of consumer-friendly care, such as better access to their health records, telehealth options, and the ability to communicate with their providers quickly and easily. Tribal healthcare providers will also need an enhanced capacity to identify and prioritize high-risk patient cohorts, as well as the ability to streamline billing and simplify complex reporting.

STARTING OFF ON THE RIGHT FOOT

11 questions for an EHR vendor

(1) Does their solution provide a single patient record for physical, behavioral, and oral health?

(2) Does their solution provide a single, integrated database between the EHR and PM systems?

(3) Will they help scale your organization without nickel-and-diming you?

(4) Do they offer a population health solution to aggregate and analyze patient data from multiple sources for comprehensive care management?

(5) Can their solution be tailored to meet the specific needs of behavioral health clinicians and staff?

(6) Is their solution interoperable? Does it allow you to seamlessly and securely share protected patient information, even if they have a different EHR?

(7) Does their solution easily capture both discrete information and free text—anywhere that community care is delivered?

(8) Do they offer data analytics capabilities?

(9) Do they provide cloud-based hosting services?

(10) Do they offer revenue cycle management (RCM) services and solutions?

(11) Does their solution provide virtual visit capabilities integrated into your EHR and PM?
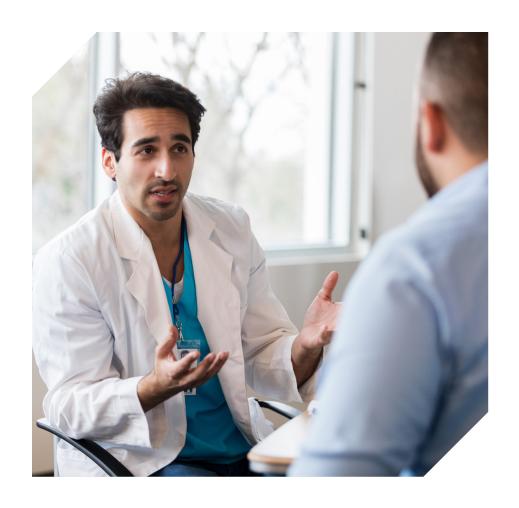
A RELIABLE PARTNER

It's essential to move forward with a trusted partner who stands by you in challenging times and helps your tribal health center meet patient demands.

An EHR partner with a proven track record can offer immediate improvements for your health center that include:

- Access to a specialty director for tribal healthcare

- Single, integrated database of physical, behavioral, and oral health content

- Multi-specialty templates and workflows

- Tribal health center reporting compliance and incentives

- Sliding fee schedules

- Interoperability for community connectivity

- Revenue cycle management for tribal health

- Support for the IHS Diabetes Care and Outcomes Audit

- Government Performance and Results Act (GPRA) reporting

- Purchased/Referred Care (PRC) Partner Solutions integration

- User Group/Client Exchange/ Tribal Health NextGen Consortium (THNC)

"Do what needs to be done for the good of all."

– Adapted from Native American Ten Commandments

THE NEXTGEN HEALTHCARE DIFFERENCE FOR TRIBAL HEALTH

NextGen Healthcare, a KLAS award-winning EHR vendor in 2018, 2019, 2020, and 2021 stands with you to help your tribal and urban tribal health center thrive. Currently supporting more than 100 tribal communities, we play a critical role in tracking and reporting vaccine administration. As part of its "Operation Warp Speed" initiative, the Department of Health and Human Services (HHS) has engaged NextGen Healthcare and our industry colleagues to coordinate efforts to best serve your community. Additionally, it's our mission to help manage the health of your community and achieve other goals, such as Patient-Centered Medical Home (PCMH) certification.

Take a moment to review the solutions that are helping tribal health centers like yours empower the transformation of ambulatory care.

Comprehensive care solution

NextGen® Enterprise EHR offers a comprehensive care solution with complete clinical content for 26 areas of healthcare spanning physical, behavioral, and oral health. It includes all the productivity tools and reporting capabilities tribal health centers need.

High-quality healthcare— anytime, anywhere

An essential benefit for providers and patients, **NextGen Virtual Visits™** is integrated into NextGen Enterprise EHR and PM. Share your screen, pass documents, invite a third party or interpreter, and chat with your patient all within the virtual visit.

Clear communication across the care continuum

With **NextGen® Mobile**, care teams can collaborate via a secure, HIPAA-compliant texting platform in an instant, thereby potentially avoiding critical errors from lapses in documentation and clinical miscommunication. From a mobile device, you have the ability to:

- View the patient schedule and share clinical content instantly

- View images and documents from the EHR

- Capture images

- Document in the field from any device

- Text securely with colleagues

Increase patient engagement without adding staff time

The **NextGen® Patient Portal** provides patients a gateway into your tribal health center. Patients can communicate with you and your staff; pay bills and schedule appointments online; receive notifications, education, or vaccine reminders electronically; and have access to their medical records via any computer or smartphone. With a link from your health center's website, patients can easily schedule an appointment or vaccination even without logging into the portal.

Risk stratification and gaps in care identification

NextGen® Population Health solutions provide risk stratification of your patient population, help identify gaps in care, and provide patient outreach tools. Care managers can target the highest priority patients for care team interventions and vaccinations, notify patients of care gaps, and improve population health management.

Robust, comprehensive behavioral health content

NextGen® Behavioral Health Suite unites traditionally disparate data—typically contained within separate physical, behavioral, and oral health records—into one record on a single platform. Clinicians can now have a comprehensive view of a patient's record and can share the information seamlessly and securely.

Reduce time, cost, and technology barriers

NextGen® Connected Health Solutions allow providers to securely exchange health information and connect disparate systems across a patient's entire spectrum of care. Leverage data-driven clinical decision support and quality metrics; create effective care management processes; initiate vital outreach; and save time and money by working in conjunction with the power and reliability of NextGen Enterprise applications.

INTEGRATED SOLUTION FOR
COVID-19 VACCINE ADMINISTRATION

Identify & reach populations in need. Empower your patients.
Document & track vaccinations. Streamline operations & reporting.

EASILY SHARE INFORMATION
Connected Health Solutions

Safely share information with health organizations such as:

- Pharmacies
- Hospitals
- Clinics
- Immunization registries
- Government & public health agencies

BETTER MANAGE THE PROCESS
Practice Management Solutions

- Streamline scheduling, eligibility verification & claims submissions
- Manage resource reports to support planning for high-volume vaccine administration
- Accurately handle often-complex vaccine administration CPT codes

EHR
Track vaccine administration
Manage vaccine inventories
Facilitate reporting

PARTNER WITH YOUR PATIENTS
Patient Experience Platform

- Enable patients to communicate with you online
- Send notifications, education or vaccine reminders electronically
- Enable patients to self-schedule appointments & vaccinations
- Offer follow-up virtual visits

REACH THOSE IN NEED
Population Health Management

- Identify & prioritize vaccine-eligible cohorts
- Send targeted messages when vaccines are available for second immunization

STRIKE A BALANCE BETWEEN REIMBURSEMENT AND COMPLIANCE
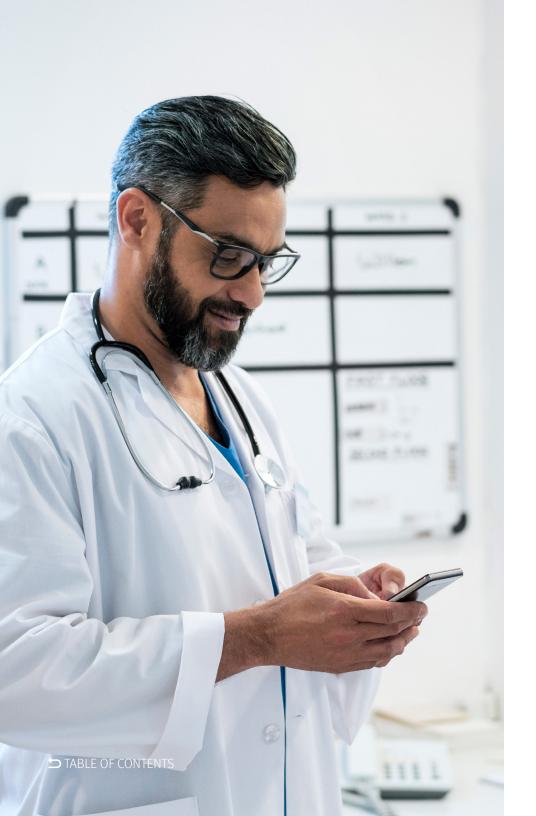
Managed Services

NextGen® Revenue Cycle Management Services (RCMS)

With deep expertise across your entire revenue cycle and a dedicated account management model, NextGen Healthcare achieves Positive Performance in RCM according to KLAS research.

Services include:

• Billing and collections

• Electronic claims submission and denials management

• Electronic remittance and payment posting

• Accounts receivable follow-up

NextGen® EDI (electronic data interchange) is a suite of automated financial management and patient engagement solutions that integrate with NextGen® Enterprise PM workflows to boost performance using end-to-end revenue cycle management tools, patient engagement technologies, and financial analytics. You can also customize solutions to suit your specific practice and business needs.

NextGen® In-line Edits provide automated, real-time Medicare rules, including LCD/NCD, NCCI, MU, and OCE rules with the ability to add practice payer rules. The automated edits are generated prior to claim creation, accelerating cash flow and improving claim validity.

NextGen® Eligibility Verification verifies eligibility using the ANSI x12 standard with both batch and real-time integrated functionality as well as electronic tracking of referrals and claim status.

EDI Messaging automates notifications (voice, emails, and texts) to remind patients of pending appointments, sends balance reminders, surveys, inclement weather notifications, and other important communications.
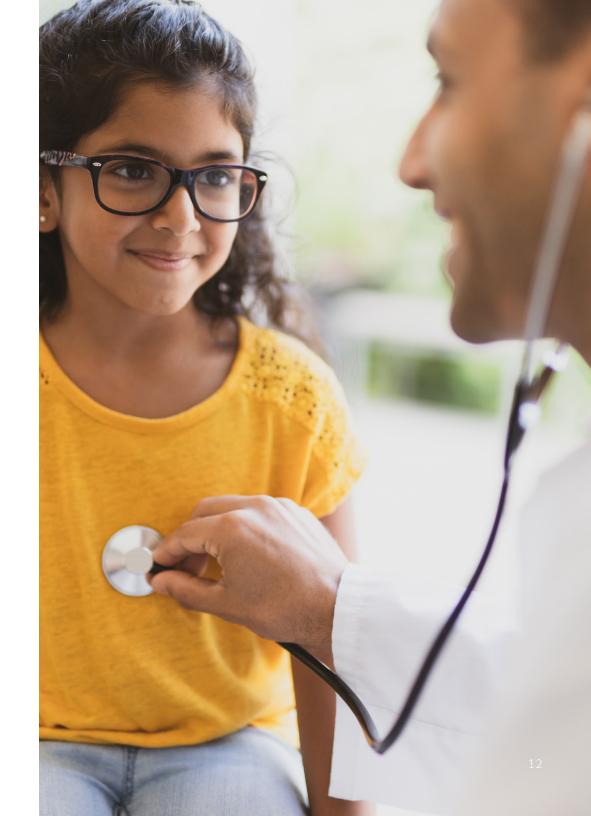
Eligibility Self Pay (ESP) polls your scheduled appointments where no insurance is linked and self-pay patient encounters based on user-defined criteria.

"While tribal facilities have many unique challenges specific to each operation, NextGen Healthcare continues to work with us on all of them. We are happy with our choice in adopting NextGen Enterprise as our EHR."

Scott Harding, IT Supervisor
Greenville Rancheria
Greenville and Red Bluff, California

NextGen Healthcare's mission for tribal healthcare

- Give providers more freedom to care for patients

- Improve the patient experience and offer greater access to care

- Deliver physical, behavioral, and oral healthcare

- Provide expert service day in and day out

- Help health centers grow without limits: practice, service, or specialty

- Enable providers to:

  - Receive every dollar they earn

  - Share data when and where they want

  - Manage regulatory changes

BETTER STARTS HERE.

Contact us at 855-510-6398 or results@nextgen.com.

Identify and reach populations in need. Empower your patients. Ease the burden on your providers and staff. Document and track vaccinations. Streamline operations and reporting.

We're here to help.

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healthcare