

—CUSTOMER SUCCESS STORY

# From Double-Entry Headaches to a Fully In-House Revenue Cycle

How Las Vegas Pediatric Urology Transformed Its Billing with PracticeSuite



## Outcomes

Billing brought fully in-house

1 click eligibility verification

Manual double-entry across systems eliminated

## The Challenge

Running a solo pediatric urology practice in Las Vegas means every minute of administrative time counts. With a single physician, three staff members, and no room for redundancy, efficiency isn't a preference, it's a necessity.

Before PracticeSuite, the practice was managing billing through a fragmented combination of their EHR, Practice Fusion, and another billing solution. This setup created a persistent and costly problem: double entry. Every time a patient's demographic information was updated or a new encounter was created, staff had to manually re-enter the same data across both systems. Beyond the extra time this consumed, the dual-entry process introduced a steady risk of human error, including mismatched records, billing discrepancies, and the kind of downstream headaches that ripple through a revenue cycle.

Compounding the problem was a fully manual payment posting workflow. Insurance payments and patient payments alike had to be entered by hand, adding hours to the billing team's workload and creating additional opportunities for mistakes. Denial management was similar cumbersome, as tracking down rejected and denied claims required digging through disjointed systems rather than having a clear, consolidated view.

The practice knew this situation wasn't sustainable. They needed a smarter, more connected solution, one that could bring the billing workflow together and eliminate the friction of working across disconnected platforms.

## The Solution

The decision to move to PracticeSuite came down to one critical capability: a bi-directional sync with Practice Fusion. Because the practice was already using Practice Fusion for clinical documentation, finding a billing platform that could communicate directly with it, eliminating double entry at the source, was non-negotiable. PracticeSuite checked that box.

The implementation process was remarkable thanks in large part to the onboarding experience. Dr. Hwang noted that the onboarding specialist assigned to guide them through the setup was "amazing," a consistent theme in PracticeSuite customer experiences. Within a few months, the billing team had found their footing and was operating productively on the new platform.

### Practice:

Las Vegas Pediatric Urology

### Location:

Las Vegas, NV

### Practice Size:

1 physician, 3 office staff

### Years in Operation:

12

### Solutions Used:

PracticeSuite Practice Management (Billing Software)

### Customer Since:

2023

PracticeSuite greatly simplifies and allows much greater management of the revenue cycle management process. The savings in time and human labor is very substantial.

Dr. Andrew Hwang, Las Vegas Pediatric Urology | Las Vegas, NV

Once fully implemented, several capabilities quickly became central to how the practice manages its revenue cycle:

- ✓ **Electronic claim submission:** Claims are submitted directly and efficiently, reducing lag time and manual steps.
- ✓ **ERA and patient payment posting:** Explanation of Remittance Advice (ERA) is posted automatically, and patient payments made through the portal are applied with ease, no manual entry required.
- ✓ **E-statements with delivery tracking:** The practice can send patient statements electronically and monitor how many times each statement has been sent, giving staff better visibility into outstanding balances.
- ✓ **Single click eligibility verification:** What once required navigating multiple systems is now a single click, a small change with a significant daily impact.
- ✓ **Claim hold and intentional delay:** The practice now has granular control over when claims go out, allowing for review and correction before submission.
- ✓ **Centralized denial management:** Rejected and denied claims surface automatically in the Collections folder, making them easy to identify, review, and reprocess, a capability the practice called “huge.”

## The Results

The most meaningful outcome of implementing PracticeSuite was one the practice hadn't initially planned for: the ability to bring billing fully in-house. Previously reliant on a patchwork of external tools and manual processes, the practice now runs its entire revenue cycle, from eligibility verification to denial resolution, internally, with a lean team and a platform designed to do the heavy lifting.

The double-entry burden that once created extra work and elevated error risk has been eliminated. The bi-directional sync between PracticeSuite and Practice Fusion means demographic and encounter data flows seamlessly between systems, so staff aren't duplicating effort or second-guessing which record is current.

Day-to-day operations have become noticeably more manageable. Eligibility is confirmed in a single click. Payments post automatically. Denied claims are easy to find and act on. E-statements go out with a few keystrokes, and the practice can see exactly how many times a patient has been notified. The cumulative effect, according to Dr. Hwang, is that “PracticeSuite greatly simplifies the revenue cycle process,” and the savings in time and human labor are “very substantial.”

The practice has already recommended PracticeSuite to colleagues, a reflection not just of the platform's capabilities, but of the support experience behind it. The team at PracticeSuite has proven responsive, solution-oriented, and genuinely open to customer feedback, all qualities that matter in an ongoing partnership.



## About PracticeSuite

PracticeSuite's flexible, all-in-one, cloud-based platform delivers everything medical practices need to run a more profitable, efficient operation, from practice management and EHR to medical billing, revenue cycle management, and patient engagement. Trusted by over 92,000 medical professionals and processing more than \$10 billion in claims annually, PracticeSuite combines powerful technology with exceptional support.