

NGS-IQ Adds Enhanced Reporting and Analysis to CPU Medical Management Systems

“May you live in interesting times” is an old Chinese curse. For the healthcare industry, those times have come.

Fortunately, hospital-based practices, office-based providers, and billing service organizations can monitor trends and analyze performance with business intelligence that *CPU Medical Management Systems* integrates into its comprehensive medical billing and practice management solutions. Built upon the NGS-IQ business intelligence suite from *New Generation Software*, CPU enables their customers to easily provide on-demand reporting for their clientele of physicians, collectively 10,000+ in the US.

The strategic partnership between NGS and CPU dates back more than a decade. CPU selected NGS-IQ because of its workability to create reports within a single query and exportability of data in one step to just about any format CPU customers need.

“Being able to generate new reports quickly and output that data directly into industry standard products such as Microsoft Excel saves them time and money,” says Randy Brittingham, CPU’s MED/FM Consultant and Technical Writer. “With all the reimbursement cutbacks by Medicare and others, this is paramount to their success.”

A long-time CPU/NGS customer agrees. Michael Garrett, Director Information Services at ADVOCATE-Radiology Billing and Reimbursement Specialists, says “NGS-IQ provides our clients and financial analysts the tools necessary to make smarter fiscal choices within a shorter timeframe during this economic recession. Utilizing the OLAP software continues to be a blessing in disguise by deciphering all data elements necessary to make wise, decisive, trend-setting decisions with data at our fingertips, without incurring the expenses and resources of running hundreds of reports. The portability of data provides the marketing edge that the job can get done with the right tools in place.”

NGS-IQ’s query functionality is a plus for software developers, Brittingham observes: “Establishing run-time record selection prompts and if/then logic for conditionally calculated new fields dramatically reduces report development. This frees our programmers to work on industry-critical programs.”

NGS-IQ helps monitor physician performance and staff productivity and identifies the best referral sources. Since

insurance carriers typically want to reduce or delay payments, NGS-IQ assists in finding lag times between critical events when analyzing A/R data. NGS-IQ facilitates analysis of payment denial trends so customers know where their organization’s processes need improvement.

“Monitoring mandated write-offs, such as Medicare disallowances, is crucial. NGS-IQ allows customers to analyze the amounts written off by insurance carrier, by procedure, and by procedure category to detect whether carriers are writing off more than they should,” Brittingham adds.

Customers can run CPU solutions on their own IBM i or in a hosted SaaS (ASP) environment in which CPU houses the data, guarantees security, and maintains backups. Mary Thompson, CPU VP of Operations, reports that ASP users are very satisfied. “CPU’s recent IBM i upgrade means our ASP users have the latest and greatest hardware without any investment of their time and staff.”

NGS-IQ continually enhances its business intelligence solutions, incorporating the latest technology. For example, users can run and output on-demand, drillable reports directly from their browser and SmartPhones; create HTML Web pages, and develop queries off-line with NGS’ Windows query interface.

CPU and NGS-IQ continue to invest in enhancements to their solutions to help healthcare practices better negotiate the unknown risks ahead. ■



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