



## NextGen Healthcare Simplifies Provider Practice Workflow with Pre-service Solutions

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*Availity and NextGen Healthcare collaborate to enable cost transparency in an industry fraught with rising deductibles*

IRVINE, Calif.--(BUSINESS WIRE)--Feb. 11, 2019-- For healthcare providers, the laborious process of registering patients, estimating costs, collecting up-front payments, reducing denials and securing overall financial clearance is challenging, requiring the immediate need for efficiency and improved workflow. As deductibles rise, patient demand for cost transparency prior to service is skyrocketing. To meet these needs, [NextGen Healthcare, Inc.](#) (NASDAQ:NXGN), the leading provider of ambulatory-only technology solutions, and [Availity](#), the nation's largest real-time health information network, have collaborated to offer clients NextGen® Pre-Service Solutions.

"With NextGen Pre-Service Solutions, providers benefit from true revenue cycle workflow improvements resulting in increased staff efficiencies, practice cash flow, patient satisfaction and ultimately the highest quality care," said John Beck, Chief Solutions Officer and Executive Vice President for NextGen Healthcare. "Our partnership with Availity is another step forward in our mission to enable the transformation of ambulatory care."

With the integration between [NextGen® Enterprise PM](#) and Availity, NextGen Pre-Service Solutions arms staff with real-time access to data, including insurance benefit verification, cost estimation, patient financial scripting, address verification and payment options. This more efficient approach to pre-service registration, supported by improved technology, will enable providers to meet the demands of the new, consumer-focused healthcare environment.

"The patient-as-payer era presents an incredible challenge to providers as they seek to collect what they are owed while delivering a positive financial experience for patients," said Scott Herbst, Senior Vice President, Provider Solutions at Availity. "The collaboration between Availity and NextGen Healthcare empowers providers to deliver transparency and clarity to the patient billing process."

Research shows that today's patients demand a higher level of service and transparency from healthcare providers before and at point of service. Approximately 92 percent of patients want to know their payment responsibilities up front<sup>1</sup>, and 65 percent of patients would consider switching healthcare providers in exchange for a more positive healthcare financial experience<sup>2</sup>. However, it is hard to improve the patient billing experience when 49 percent of healthcare providers don't know how much to collect from a patient at the time of treatment<sup>3</sup>. This recent data shows that NextGen Pre-Service Solutions will fill a need for more efficient provider practices.

Please [contact us](#) to learn more about NextGen Pre-Service Solutions.

### About NextGen Healthcare, Inc.

NextGen Healthcare provides a range of software, services, and analytics solutions to medical and dental group practices. The company's portfolio delivers foundational capabilities to empower physician success, enrich the patient care experience, and enable the transition to value-based healthcare. Visit [www.nextgen.com](#) for additional information.

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### About Availity

Availity is the nexus for granular and secure real-time health information exchange among health plans, providers, patients and technology partners. As the nation's largest HITRUST-certified health information network, Availity facilitates more than 10 million clinical, administrative and financial transactions every day. The company's suite of dynamic products, built on a powerful, intelligent platform, serves as the catalyst for transparency and real-time collaboration in a competitive, value-based care environment. Learn more about Availity or request an online demonstration of our capabilities at [www.availity.com](#) or call 1.800.AVAILITY (282.4548).

<sup>1</sup> "Trends in Healthcare Payments Seventh Annual Report: 2016," InstaMed, May 2017. <https://www.instamed.com/payers/whitepapers/>

<sup>2</sup> "Trends in Healthcare Payments Eighth Annual Report: 2017," InstaMed, May 2018. <https://www.instamed.com/payers/white-papers/>

<sup>3</sup> "Method to the Madness: 10 payment collection strategies that work," (e-book) Availity, May 2016. <https://www.availity.com/-/media/files/availity/resource-library/e-books/availity-method-to-the-madness-ebook-may-2016.pdf>

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