

Application: 5243

Technology Team at ModMed® is Transforming Healthcare

Page: General Information

Provide information about the company to be considered for the award. If you will be nominating an individual, specify the nominee's employer.

Name of Organization/Company

ModMed

Additional Contacts

I do not wish to list additional contacts

Page: Entry Information

Entry Title

Technology Team at ModMed® is Transforming Healthcare

Category

P08. Technology Team of the Year - Healthcare Technology

Technology Team Submission Format

Written Answers

a. Briefly describe the nominated technology team: its history and past performance (up to 200 words). Required

ModMed® is transforming healthcare by placing doctors and patients at the center of care through an intelligent, specialty-specific cloud platform. We work with industry leaders to streamline integration and leverage clinical data from patient interactions to build solutions that save time and improve outcomes.

ModMed's all-in-one solution provides medical practices with clinical, financial, and operational software that enables them to grow and scale. Our differentiator is an integrated product suite, bridging the gap between front and back offices, providing everything needed to run a medical practice via a SaaS-based offering:

OFFICE & ADMINISTRATIVE—Practice management (PM) is easy-to-use for administrative tasks; practices receive electronic eligibility and claims submission.

CLINICAL DOCUMENTATION—ModMed's mobile electronic health record (EHR), EMA®, comes with system-generated notes based on documentation, built-in suggested coding and more.

PATIENT ENGAGEMENT—Practices facilitate an interactive patient experience with tools to streamline intake, offering patients access to information online, methods of communication and the opportunity to solicit feedback.

PAYMENT PROCESSING—ModMed Pay syncs with PM to alleviate administrative work and offers several payment methods, including contactless payment, and can facilitate payment plans.

DATA AND ANALYTICS—Leveraging data from EMA and PM, analytics solutions unlock insights from a practice's data to provide administrative, provider, and financial analytics reports.

b. Outline the technology team's achievements since the beginning of 2022 that you wish to bring to the judges' attention (up to 250 words). Required

ModMed's product technology team has been instrumental in making ModMed a leading integrated EHR, practice management, and revenue cycle management solution. The team's accomplishments since 2022, to further this position include:

Expansion of our EHR system into the OBGYN specialty including built-in content and workflows for obstetrics and gynecology. This includes deploying industry-first "diagnosis triggers" that recognize risk factors identified throughout the medical record, presenting them to the physician for inclusion and management via the problem list and antepartum record.

Integration of Klara, our patient collaboration platform, with our EHR systems for all specialties. This integration brings a conversational platform that centralizes patient communication channels to our EHR, helping to increase patient engagement and provider collaboration. It enables more effective communication by transforming phone calls, voicemail, webchat and texts into a single two-way messaging platform.

Enterprise scale features for Practice Management, including bulk actions and enhanced scrub rules. Bulk actions allow billers to manage multiple claims at once and enhanced scrub rules provide automated alerts on potential claim issues without waiting for a response from payers or clearinghouses. ModMed's practice management helps deliver a first-pass claim acceptance rate of 98% compared to the industry standard of 90%.

Implementing innovative customer delighters like Single Screen which reduces the number of clicks required to document a patient encounter by 50%. Prior to Single Screen, providers clicked through multiple pages to document a patient encounter.

Evolving the ModMed synapSYS API platform to include 6000+ API users and 3400+ practices.

c. Explain why the achievements you have highlighted are unique or significant. If possible compare the achievements to the performance of other players in your industry and/or to the team's past performance (up to 250 words). Required

These achievements have cemented ModMed as a healthcare technology industry leader, receiving the following industry rankings and awards:

#1 in 2024 for integrated physician practice management, revenue cycle management, and electronic health record solution by Black Book – for the sixth consecutive year

Top physician practice and ambulatory solution EHR in 2024 by Black Book for each of ModMed's 11 specialty-specific solutions, including the newly launched OBGYN specialty solution

Product of the year for Klara patient collaboration and engagement solution by Big Awards for Business in 2023

These recognitions are also unique as they were obtained during a complex product engineering transformation. This transformation is driven by ModMed's unique Product Engineering Transformational Flywheel methodology for delivering customer delight at scale through improved system performance and the acceleration of new feature delivery. The methodology consists of three levers:

Cloud Operations

The integration of the cloud operations team with finance team members to govern the cloud footprint with cost efficiency.
The implementation of new observability solutions to proactively identify and respond to potential system performance issues.

Cloud Native Platform Architecture

Optimization, modularization and modernization of platform architecture to support provider and traffic growth at scale, additional integration and AI capabilities.

Organization

The unlocking of new talent pipelines and capacity growth with the activation of a global capabilities center in India.
The application of SAFe agile concepts and principles increasing throughout and alignment across 10 value streams, 48 scrum teams, and 70 initiatives, seamlessly collaborating to deliver customer value.

d. Reference any attachments of supporting materials throughout this nomination and how they provide evidence of the claims you have made in this nomination (up to 250 words). Optional

ModMed Product Engineering Transformational Flywheel - https://drive.google.com/file/d/12R63OpHp_9VLXDJn3AC0yZnicNE5VAuF/view?usp=drive_link

ModMed Triumphs in 2023 Big Awards for Business - <https://www.modmed.com/press-release/modmed-triumphs-in-2023-big-awards-for-business-secures-top-honors-in-4-categories/>

ModMed Ranks #1 in all 11 of its Specialty Specific EHR Systems - <https://www.modmed.com/press-release/modmed-ranks-1-in-all-11-of-its-specialty-specific-ehr-systems-in-2024-black-book-survey/>

ModMed® integrates new VBAC Calculator into its OBGYN suite to help improve maternal care - <https://www.modmed.com/press-release/modmed-integrates-new-vbac-calculator-into-its-obgyn-suite-to-help-improve-maternal-care/>

ModMed Introduces Maternal Fetal Medicine Addition to its OBGYN EHR Solution - <https://www.modmed.com/press-release/modmed-introduces-maternal-fetal-medicine-addition-to-its-obgyn-ehr-solution/>

Webpage Link

https://drive.google.com/file/d/12R63OpHp_9VLXDJn3AC0yZnicNE5VAuF/view?usp=drive_link (https://drive.google.com/file/d/12R63OpHp_9VLXDJn3AC0yZnicNE5VAuF/view?usp=drive_link)

Would you like to add an additional webpage link?

Yes

Webpage Link 2

<https://www.modmed.com/press-release/modmed-triumphs-in-2023-big-awards-for-business-secures-top-honors-in-4-categories/> (<https://www.modmed.com/press-release/modmed-triumphs-in-2023-big-awards-for-business-secures-top-honors-in-4-categories/>)

Would you like to add an additional webpage link?

Yes

Webpage Link 3

<https://www.modmed.com/press-release/modmed-ranks-1-in-all-11-of-its-specialty-specific-ehr-systems-in-2024-black-book-survey/> (<https://www.modmed.com/press-release/modmed-ranks-1-in-all-11-of-its-specialty-specific-ehr-systems-in-2024-black-book-survey/>)

Would you like to add an additional webpage link?

Yes

Web Page Link 4

<https://www.modmed.com/press-release/modmed-integrates-new-vbac-calculator-into-its-obgyn-suite-to-help-improve-maternal-care/> (<https://www.modmed.com/press-release/modmed-integrates-new-vbac-calculator-into-its-obgyn-suite-to-help-improve-maternal-care/>)

Would you like to add an additional webpage link?

Yes

Web Page Link 5

<https://www.modmed.com/press-release/modmed-introduces-maternal-fetal-medicine-addition-to-its-obgyn-ehr-solution/> (<https://www.modmed.com/press-release/modmed-introduces-maternal-fetal-medicine-addition-to-its-obgyn-ehr-solution/>)

Would you like to add an additional webpage link?**Supporting Document**

Download File (<https://stevies-tech.secure-platform.com/file/68267/eyJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.eyJtZWRRpYUlkIjo2ODI2NywiYWxsYm93dOb3RTaWduZWRVcmwiOiJGYWxzZSIsImlnbm9Transformational%20Flywheel.pdf>)

Would you like to add an additional supporting document?

No

By your submission of this entry to The Stevie Awards, you verify that you have read and agreed to abide by the regulations, terms and conditions of the competition (<https://www.asia.stevieawards.com/rules-and-terms-conditions-competition>).

Terms and Conditions

I Agree