



**DERMATOLOGY**  
ASSOCIATES OF WEST TEXAS



## Practice Profile

The providers and staff at Dermatology Associates of West Texas are committed to providing excellent dermatological care for patients. They believe it's their responsibility to treat patients with dignity and respect while providing excellent care. The practice provides extensive dermatologic care that includes diagnosis and treatment of all conditions that pertain to the skin, hair and nails.

Dr. Brent Paulger, M.D. is a native of West Texas and he found the practice in Lubbock, TX in 1997 after completing his residency in Dermatology. Keith Wisniewski, M.D., from the Dallas-Fort Worth metroplex area, joined Dr. Paulger in 2008 after practicing for one year.

Managing the front and back office operations of the practice is Office Manager Kitty Arp, who has been with the practice for 21 years. **Having been a Nextech client for at least a decade, she recently came to realize that her practice needed more guidance for MIPS compliance. She turned to the support of Nextech's new Consulting as a Service (CaaS) for help.**

## Challenge

### INACCURACIES, CLAIMS ISSUES, AND WASTED TIME

"I had so much trouble with our previous registry," said Arp. "Everything was such a nightmare back then. It was very difficult to keep up with MIPS, which I had to do in addition to all the usual duties of running a successful practice. It was just too much. With MIPS changing all the time, it caused so much stress."

All of the above problems led to a high level of uncertainty surrounding the practice's MIPS scores and attestation. As Arp explains, **"Before the support of Nextech's CaaS, I didn't even know what our MIPS scores were most of the time."**

Kitty knew it was time for something better, and she approached the choice with two clear goals in mind: "First, we needed their support to keep up to speed with all the changes in MIPS," she said. "Second, we were just trying so hard to **avoid MIPS penalties and keep our score neutral without all the stress.**"

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**Kitty Arp** | Office Manager

# THE NEXTECH DIFFERENCE

## Immediate Relief

With the support of Nextech CaaS, the providers and staff of Dermatology Associates of West Texas received immediate relief, with proper guidance and tools that took the grunt work of MIPS attestation off their shoulders.

**“We now meet each month with our CaaS rep, and it’s made everything so much easier.** This reassures that I’m doing things correctly with MIPS instead of just reading it on their website and hoping I understand it all properly,” said Arp. **“With Nextech’s CaaS, I now enjoy a much higher level of certainty when I do our attestation.”**

## Avoid Penalties

While one of their main goals was to avoid penalties, they found **they were able to go above and beyond this with Nextech CaaS.** As Arp explains, “We had never received MIPS bonuses before. We were always scoring just neutral enough to avoid negative adjustments. We weren’t even really expecting to receive any bonuses. We just didn’t want to lose money due to penalties. **But now, we are receiving that incentive money and we want to keep that going.”**

## Audit-Ready

In addition to a lightened workload, better MIPS scores, and more revenue, **Nextech CaaS has also relieved them of any concerns regarding audits.** “Now that we have CaaS, I always have all the documentation I need,” said Arp, “and I no longer have to worry about what we’ll do if we ever have to deal with an audit.”

### **BOTTOM LINE: A Strong Recommendation**

*After seeing how easy MIPS can be with Nextech CaaS, **Kitty has vowed that she will never again go back to how things were.***

*“I don’t ever want to go through what I did before we had Nextech’s CaaS support,” said Arp. **“It has taken so much stress off my shoulders. I hardly spend any time on attestation, especially in comparison to what I was doing before we had the support of Nextech’s CaaS.”***

**Kitty Arp** | Office Manager