



Today Clinic

Continuing to Innovate and Thrive with Help from Kareo

Urgent Care

Today Clinic is a family-owned practice that started in 2008 as an urgent care. Since then it has grown to include not just urgent care but all types of primary care for patients of all ages. They have continued to innovate in their practice and expand, reaching seven clinics with 15 providers.

They have a good online presence and offer many services patients want such as online scheduling and billpay. While they have always been on the cutting edge in patient care that has not always been the case for their backend operations.

Challenge

The practice had started out using an antiquated billing system and QuickBooks for their revenue operations. Later, they upgraded to Kareo and an integrated EHR, and the billing was being done in house.

When Scott Mayer, MD, Director at Today Clinic, joined the practice in 2013, it was clear that there were billing and operational issues that needed to be addressed. “It was kind of a mess,” he says. “Eventually, I convinced them to try outsourcing the billing to a local company that had experience working with the Kareo software.”

Unfortunately, the company didn’t have as much experience—with Kareo or with billing—as Scott would have liked, and after about eight months Today Clinic decided it was time to part ways. “We really liked that they were local and could come to our office,” explains Scott. “But we began to realize that they weren’t doing the things that said they would do.”

Those “things” included working the A/R all the way through, following up on denials, helping improve patient collections, and providing adequate reporting. “We’d ask every week for updates, and they would say they were working on things, but nothing would change,” adds Scott.

Solutions

Since Kareo was their billing software and they had recently changed to Kareo Clinical as well, they reached out and asked about outsourced billing. After some discussions they decided to outsource to Kareo Managed Billing.

“The transition was surprisingly smooth,” says Scott. “We’ve had a few hiccups here and there but all understandable stuff.” His biggest worry was that they would have a lull in reimbursements. They had a small dip in Medicare payments for a couple weeks, but that soon picked up and then began to increase. And ultimately they realized the dip was because the old billing company hadn’t been doing their job.

KAREO SOLUTION



Kareo Managed Billing



Kareo Clinical



Kareo Engage



“I have a lot of faith in Kareo and their software. It’s **affordable and easy to use**, which makes it so much easier for us to keep practicing independently.”

Results

Kareo immediately saw issues with Medicare and Medicaid as well as commercial payers that could be addressed to improve reimbursement and reduce denials. According to Scott, “After reviewing our accounts, Kareo said they could double what we were collecting each month by implementing best practices, fully working each claim, and helping us with patient collections.”

Self-pay is Today Clinic’s biggest A/R category followed by Medicare and Medicaid and then commercial insurance. On Medicaid alone they were collecting \$12,000 a month so a big improvement in government payer collections would have a significant impact. As would a big improvement in patient collections.

“Kareo has helped us a lot with patient collections,” Scott says. “We now collect copays at check in, and we can see exactly what patients owe from previous visits as well because we use the patient alerts feature. So we can try to collect that too. The information is more accurate because Kareo has cleaned up all the old unapplied payments. And, Kareo is sending out statements regularly, which wasn’t happening before. Overall, our patient collections has evolved to better meet the needs of the practice.” Scott adds that this includes improving processes like how they collect patient information and verify eligibility as well. The result has been a 16% reduction in patient A/R.

Revenue has been steadily increasing from payers as well, and outstanding A/R has been dropping. The overall revenue realization rate has gone up each month, and after six months it is at 95.6% and continues to improve as old A/R is cleaned up and more is collected from patients upfront. The practice had an enormous amount of A/R over 90 days when Kareo took over. After making the switch, their A/R at 91-120 days has dropped to only 12.8% of total A/R. The clean claims rate is up, denials are down, and payment turnaround is faster. Those payments are also being posted more quickly and accurately. One hundred percent of ERAs are fully posted within two days.

As the billing has continued to improve, Scott has been able to look at other areas that needed work. “Scheduled appointments are a newer part of our practice since we are traditionally a walk-in clinic,” explains Scott. “We realized we had a high number of no-shows. By adding Kareo Engage for text and email reminders, we have been able to significantly reduce those no-shows.”

The other benefit to Kareo Engage has been increasing online reviews from patients. “We do hear feedback from patients that they saw our positive reviews online,” says Scott. And he believes it contributes to getting new patients in the door. “I think increasing online reviews has been really good for our practice,” he adds.

The clinic is also participating in CMS incentive programs, and Scott can spend more time working with the providers to ensure proper data entry. “The EHR is very easy to use and learn,” he says. “It has the tools we need to attest, and now I have the time to make sure we are doing everything we need to do to avoid penalties.”



95.6%
revenue realization
rate



91.5%
reduction of overall
A/R



<2 days
100% ERAs posted



100%
collecting copays
at TOS



Conclusion

There is still more to do, but back office operations have improved significantly at Today Clinic since switching to Kareo Managed Billing. “I have a lot of faith in Kareo and their software,” Scott says. “It’s affordable and easy to use, which makes it so much easier for us to keep practicing independently. And, I am impressed with their willingness to get customer feedback to keep improving.” With Kareo’s support, Today Clinic can keep innovating and growing and facing new challenges like MACRA head on.