



Complete Provider Resource

Equipped for business growth and to help medical practices succeed

Medical Billing
Company

Complete Provider Resource (CPR for short) opened their billing company doors in 2010 with the mission to rescue and “breathe new life” into ailing medical practices. They currently manage 10 clients and have plans to expand their billing, account support and overall administrative services to other industries.

With 40 combined years of healthcare and administrative experience, the Complete Provider Resource team has the expertise and knowledge to help overwhelmed office managers and practice owners stabilize and grow their business. However, they struggled to find the right billing software to allow them to do their jobs.

Challenge

Although the CPR team had expertise and experience to spare, their billing software didn’t provide reliable and easy to access client data and reports. In fact, reporting of any kind for clients was nearly impossible. “Only the canned reports which existed in the system were available, and many of them were not very user-friendly,” says Walker.

Although they were promised an easy and efficient way to work A/R through the system, this ended up not being the case. They found that claims showing as sent in the system had not actually been sent. In addition, they had significant issues running statements each month. They weren’t getting correct balances, and there wasn’t an easy way to locate and correct the information without investing a substantial amount of time. They also found patients who were missed in the statement process, and duplicates and overpayments in the system.

Moreover, they weren’t getting the data they needed for their own internal billing purposes. “It’s important for me to know exactly how much we collected for clients,” says Shirley Walker, president of Complete Provider Resource. “As you can imagine, it made me very uncomfortable to find myself in that situation.”

CPR received a great deal of pushback from clients who didn’t like the system, were uncomfortable using it, and felt the data was inaccurate. In the end, they lost their largest client due to frustration with the software.

Solutions

After losing their top client, Walker needed to downsize her staff. “We were exceptionally concerned about that because we still had plenty of work to do.” She knew that in order to serve her existing clients with even less staff, she needed to change her management software.

KAREO SOLUTION

Kareo Billing Company Edition

- Billing Analytics
- Charge Capture
- Claims and A/R Management



“Kareo has helped us function **more effectively for our clients**, with **less effort** and a **greater sense of comfort** in the data we see.”

She decided to switch to the Kareo Billing Company Edition software platform, primarily for the ease of use.

Moving through a second conversion in less than twelve months was not very appealing, but Walker indicates that the conversion to Kareo has been one of the best moves they could make. “Not only is the software more affordable, it is easier to locate and maintain data in the system,” Shirley remarks. “The onboarding experience was much more pleasant with Kareo, and the support team has been an excellent resource to assist with reporting or trouble-shooting.”

Even with a couple less people, “we have been pleasantly surprised that we’re keeping up, thanks to the ease with which we can perform things in the system,” says Walker.

“When we ran our first set of printed statements in Kareo, we allotted an entire weekend, as we were accustomed to the time investment from our previous system,” says Walker. “We were very pleasantly surprised when we finished in about three hours, including folding and postage.”

KEY PERFORMANCE METRICS



<30 days

A/R



10%

A/R Down

Results

Walker reports that the A/R process and the ability to identify outstanding claims is much easier: “Overall, we’re finding that we can be much more productive in a shorter amount of time.”

The team has experienced improved turnaround times in processing of claims and feels their A/R is much stronger and more accurate. Walker notes that she especially appreciates the easier and more reliable reporting in Kareo. “For me, this has saved almost two days a month in running reports, calculating, re-calculating, and the emotional stress and frustration that comes from all of that,” says Walker.

Kareo’s home screen and the quick-reference links take her to rejected claims, non-response claims, and other critical information. “But I have appreciated that when I can’t quite get what I need, I can call and get help,” says Walker.

Because Kareo helps them perform eligibility easily, the CPR team has been able to implement a process where eligibility is checked before each claim. “We catch more errors on the front-end that way. This cuts down on issues and our time working A/R because the claim is much more likely to process right the first time,” says Walker.

Walker has started working with a client who will utilize Kareo’s EHR: “I see tremendous benefits in that.”

“We have been quite pleased with what we’re seeing so far,” says Walker. “We have much happier clients.” The improved client satisfaction has meant fewer phone calls/e-mails (especially angry ones) which allows them more time doing our jobs effectively.

“As a billing company, I see a lot of benefits to us, but I frankly could see a lot of benefits to any practice or biller,” says Walker. “Kareo has provided a much more accurate, streamlined experience than our previous software solution. We have found the stability, ease of use, and comfort factor for our team and our clients.”

Conclusion

Where are they going from here? The billing company has been working on an exciting new partnership with an organization where Walker and her team will be using Kareo to reprice and submit worker’s compensation claims for a larger number of providers. Stay tuned!