



Appalachia Medical Clinic

Finding Flexibility with Kareo

Family
Medicine

Appalachia Medical Clinic has been open since 2009 as a one doc shop focusing on family medicine. The practice is pretty standard; they see an average of 15-20 patients a day, four days a week. Dr. Ford also does some minor outpatient procedures. And, like a lot of providers who have been using paper charts for more than 40 years, he is a little resistant to new technology.

Challenge

Of course just because the provider isn't very interested in moving to electronic solutions, doesn't mean the practice can ignore the changing times.

When Theresa Jenkins joined the practice in 2012, she immediately saw many challenges. "The practice had outsourced billing for a while, but they decided to bring it in house in 2011 so they could have more control," she explains. "They signed up for Kareo and hired a biller. Unfortunately, the new biller didn't have any experience."

Solutions

Theresa was hired for her experience and she quickly stepped in and started cleaning things up. "I have been in the healthcare field since 1990 and have used many different billing systems," she says. She had never used Kareo, but she was able to get up and running in less than 30 days.

It was a good thing too because Theresa came into what she calls "a bit of a mess." The inexperienced biller had only billed about 25% of the visits each day so timely filing had passed on many claims by the time she started. In addition, the few claims that were getting paid hadn't been processed and posted correctly. "It took me about six months to clean things up," Theresa recalls. "Now things are much better."

To further improve billing and access Meaningful Use incentives, Theresa also signed up for Kareo Clinical when it came out in 2013. The physician still wasn't interested in using an EHR, but Theresa and the clinical staff found ways to implement a system they could all live with.

KAREO SOLUTION



Kareo Clinical



Kareo Billing

"They are so responsive and have great follow-through. Using Kareo, we've gotten to a place where we have very few errors, our claims are clean, and we get paid quickly."

“The nurse and I enter most of the data and the physician still writes his notes and we scan them in,” she explains. “We complete the note and superbill and then he reviews and signs. It isn’t ideal but we’ve been able to make it work for us.”

All-in-all it is working pretty well. “When I started, the average days in A/R was more than 100 and very few visits were actually billed and paid,” Theresa says. “Now, we are down to around 45 days, and it keeps getting better. Denials are less than 5% and Medicare pays in about two weeks. Our cash flow is also much more consistent.”

Another reason the cash flow has improved is because Kareo has also allowed the practice to increase patient collections. “They didn’t have patient collections before I came in, and now we are collecting copays and self-pay amounts at the time of service,” Theresa adds.

Kareo even works for the practice when their Internet isn’t up to snuff. “We are rural and have unreliable Internet access,” says Theresa. “With Kareo, I can leave and work from home and get all my work done. Even when we don’t have a connection at the office, I can submit our claims daily from home.”



45
Average days in A/R



<5%
denials/rejections



2 weeks
paid by Medicare



Steady
cashflow

Conclusion

“We were able to get up and running on Kareo very fast,” Theresa explains. “They are so responsive and have great follow-through. Using Kareo, we’ve gotten to a place where we have very few errors, our claims are clean, and we get paid quickly.”