Four Corners Health and Rehab

Improving Cash Flow and Work Flow with Kareo

Physical Therapy

Four Corners Health & Rehabilitation is a group of five physical therapists who specialize in the evaluation, treatment, and management of musculoskeletal, orthopedic, and neurologic conditions. The practice has been open for over eight years and serves patients at two different locations. These providers are supported by one Front Office Coordinator at each office and a Billing Coordinator, Kelli-Ann Wallace, who has been with the practice for about three years.

Challenge

When Kelli joined Four Corners to manage their billing, the practice was using an older billing system with very limited features. "It was so slow when you ran a report that it was like it was frozen," she recalls. "If you needed to stop the report and do something else, you had to reboot." Not only was it slow but the reports weren't very helpful and couldn't really be customized. The system could create and print claims but you couldn't submit electronic claims. For that, the practice paid for another system, which wasn't much better.

"I started working with these two solutions and quickly found out how difficult and inefficient it was," says Kelli. "The outstanding A/R was about 45% and there was a 100 page report of claims that needed follow up, but it was hard to find out why they were denied or delayed. I found that there was over $150k past due."

Kelli quickly realized that most of the delays and denials were the result of simple issues like a missing NPI or inaccurate code. These were mostly things that could be avoided or quickly found and resolved with a better billing system. So, she asked to begin looking for a new solution.

Solutions

The practice owner was already investigating electronic health records and had settled on WebPT. He started researching several billing systems as well, and they chose Kareo. They implemented WebPT first and then quickly got up on Kareo too. "We did like the fact that Kareo integrated with WebPT, and we were given a customer success coach to help us get the most from the software," Kelli explains. "We've found that these solutions are a great a fit for us, and when we need something, Kareo has a dedicated group of support people who specialize in Kareo and WebPT. We can call, email, or live chat any time we have a question and they respond really fast."

KAREO SOLUTION

Kareo Billing

WebPT WebPT

FOUR CORNERS HEALTH & REHABILITATION

"With Kareo it is so easy and efficient, and I don't even have to be in the office. I can work from home and be just as productive."

Results

Kelli decided not to convert any data into Kareo and instead to start clean from scratch. They were able to start sending claims almost immediately. "The billing process is so much smoother with Kareo and our A/R has dropped dramatically," she says.

Kareo has helped streamline every aspect of the billing process for Four Corners. "We check eligibility, which is the first place where we help prevent problems down the line," Kelli says. "We know what the patient's benefits are before they come in." Then, after patients are seen, the superbill is imported into Kareo from WebPT, making it much faster and easier to complete the claims, which are submitted daily.

Daily claims processing has helped improve cash flow and reduce A/R significantly. "Our average days in A/R right now is 36 but that is only because we have a batch of claims that have been held up at Cigna," Kelli says. "Otherwise, our A/R would be much lower. Our turnaround on Medicaid is as little as seven days, Medicare is 21 days, Aetna is as low as four days, and one of our biggest payers, BC/BS, is under two weeks. It's pretty much 21 days or less for most of our claims."

Because most of the claims are paid within three weeks, Kelli starts working claims at 30 days. "Being able to run A/R reports that can be organized in so many ways and drilled down into so easily, makes it easy to see any problem claim," she says. "We use electronic EOBs, which post in seconds, and I can see on the electronic remittance advice any outstanding claim issues like denials or rejections so I can follow up."

The fact is that there isn't much to follow up on most of the time. The denial rate is less than 1% even with a huge number of out-of-state claims—including payers in Puerto Rico. Usually problems are caught when Kareo scrubs the claim or at one of the two clearinghouses. "With the old system it was so hard to find a problem or follow up," Kelli recalls. "You had to open one screen then close it and go to another screen, and you still couldn't get all the information you needed. With Kareo it is so easy and efficient, and I don't even have to be in the office. I can work from home and be just as productive."

Using the patient statements feature has also helped to reduce A/R. "The statements are a lot nicer looking—they actually look like a bill," says Kelli. "Our old ones didn't, and I think they got thrown away. Now people get them and call right away or send their payment. We receive our patient payments so much faster now."

36
avg. days in A/R

4 days
Aetna turnaround

21 days
Medicare turnaround

14 days
BC/BSturnaround

7 days
Medicaid turnaround

<1%
denials

Conclusion

It says something that one person can efficiently do the billing for five providers. Kelli likes to say that, "the bottom line is that you get your money faster." All of the streamlined tools and features make it easier for her to do her job, and she can show her boss exactly what is happening with the numbers at a moment's notice. "I can tell you right now that our A/R was reduced 26% in the last month just by making a couple small changes," she adds. "Kareo just allows me to be wiser about my time and my work."