



Guilford Youth & Family Services

Keeping the Doors Open for Those in Need with Kareo

Mental Health

Guilford Youth & Family Services (GY&FS) isn't a medical practice in the traditional sense. It is a public agency that provides support services to youth and their families. These services include direct counseling as well as some case management. The staff also offers prevention programs in the local schools with an emphasis on the link between youth, family, and community.

GY&FS receives its primary funding, support, and endorsement from the Town of Guilford and the State Department of Education. Additional monies are obtained from local, regional, and state grants. The organization is then responsible for raising a minimum amount each year through their own billing to insurance payers for services rendered.

Challenge

When Lyne Landry, MA, Director of GY&FS, first started in her position she spent most of her time worrying about that budgeted amount that needed to be billed to payers and received by the agency. It was \$80,000 a year, and in her first year they only managed to generate about \$35,000. She was concerned they couldn't meet their requirements to stay open. "I had some experience with medical billing from earlier work in home health and psychiatry," she explains. "But the system GY&FS was using was so burdensome and it was not user friendly. In addition, the billing person wasn't very experienced. Because of those factors it became clear we needed some help."

Solutions

Lyne attended a training where she spoke with a consultant about her billing problems. "I asked her if she could help us, and she offered to do a mock audit and make some recommendations," Lyne recalls. "The audit did not go well—she discovered a lot of problems and risks. So, I asked her what she would recommend and without hesitation she said Kareo." It turned out she had used Kareo in her own billing service and was very familiar with it.

After going online and looking at Kareo, Lyne decided she liked what she saw. The consultant was able to get GY&FS set up and trained very quickly. "The consultant trained us for about three days," she says. "It took us no time at all to get to know how to use Kareo. The whole package was just unbelievable."

KAREO SOLUTION



Kareo Billing



practice fusion™



"In the **first year** with Kareo, we **met our \$80,000 revenue goal**. We held steady at that amount for a couple of years and then we started to **exceed our revenue goals**."

Results

“In the first year with Kareo, we met our \$80,000 revenue goal,” recalls Lyne. “We held steady at that amount for a couple of years and then we started to exceed our revenue goals.” After meeting or exceeding goals for several years the amount was increased this year to \$90,000. “We are already ahead for this year by about 30%,” adds Lyne. She attributes this success to using Kareo. “We have a very good billing person now, but I don’t think we would be doing so well without Kareo,” she says.

Through a seamless integration between the Kareo Billing platform and partner EHR solution Practice Fusion, GY&FS has seen big changes come about. Lynn credits this to the powerful combination of paperless encounters, electronic claims, and patient statements. These features have taken GY&FS from average A/R consistently over 90-120 days to most claims being paid in less than 30 days. According to Lyne, “We don’t have any A/R for commercial payers over 30 days. About 80-90% of our claims are Medicaid and Anthem Blue Cross. Medicaid pays in two weeks and Anthem is three to four weeks.”

Kareo has also helped GY&FS get a handle on their patient due amounts. Most patients have a copay of anywhere from \$5-\$45, and some are self-pay. A sliding fee scale is offered and patients can set up payment plans. With a case load of 75-100 patients at any given time, managing patient due amounts could be tedious. According to Lyne, it is easy to manage with Kareo. Patient statements can be sent with a click of a button for a small fee and she can run a simple, easy-to-read report each month to see if anyone needs follow up.

All of these features are saving so much time that GY&FS has been able to expand its services while increasing its revenue. “We have added a program to support victims of domestic violence,” says Lyne. “And we have expanded our prevention programs in the schools.”

The ease of use of Kareo also allows GY&FS to quickly train interns who come in every few months. “I started a new intern last week and she was amazed at the ease with which she learned the software,” explains Lyne. “We have a new intern every two to three months, and without Kareo I couldn’t train them, and I would have to do it myself.”



2 wks
Medicaid turnaround



0%
A/R over 90 days



<30 days
Anthem BC turnaround

Conclusion

“Kareo has absolutely made it possible for us to provide better services because we can meet our revenue goals, we can expand our services, and it frees us up for other work we do like prevention work in the schools. We have more time for those activities because we aren’t spending so much time working on our billing,” says Lyne. “This software, compared to others that are out there, is incredible.”