



Strongsville Family Counseling

Keeping the Focus on Patients with Kareo

Mental Health

Leneigh White, NCC, LPCC-S, has been running her own practice for over seven years, providing mental health services in Strongsville, OH. Since opening Strongsville Family Counseling, LLC, she has added seven more providers over time, and today the office sees up to 90 patients a week.

“Emotional and behavioral health are just as essential to our overall wellbeing as physical health,” says Leneigh. “In fact, problems with one’s emotional and behavioral health can have an impact on one’s whole body and the entire family. These issues can be further complicated when dealing with a child. My practice specializes in supporting these families.”

Challenge

Initially, to keep the focus on her patients and reduce the administrative challenges associated with starting a practice, Leneigh chose to outsource her billing. “Starting a practice is so daunting that you feel you want to outsource as much as you can,” Leneigh explains. She chose a billing service that quickly turned out to be the wrong fit.

“They charged a flat fee plus a percentage,” recalls Leneigh. “And, after a while it became clear I was paying around \$5 per claim, which was way too much.” So she decided to look for another option.

Solutions

“Once I decided it was time to make a change, I did a lot of research,” says Leneigh. She did research online, followed up on the software solutions that appealed to her by phone and then attended three online demos.

Leneigh and her office manager were planning to handle the billing so they wanted to be sure they made the right choice this time. “We found Kareo easy to use, and the cost was very competitive,” she says. “Kareo’s pricing was much better than the company I had been using. I now pay about 20% of what I had been paying previously.”

KAREO SOLUTION



Kareo Billing



“As the owner of a small practice, I find Kareo’s pricing to be fair and manageable. It has really improved the functioning of our business and allowed us to get paid without taking too much time away from patient care.”

Results

Leneigh believes that the billing company she used previously was only submitting claims about once a week. With Kareo, she and her office manager are able to bill every day. “We now get paid so much faster,” she explains. “Our BC/BS claims went from a six week turnaround to a two week turnaround.” With most of her patients now covered by insurance, this is really important to their bottom line. “Only about 1% of our patients are self-pay now,” she adds.

They don’t just submit claims every day; they verify eligibility and collect co-pays when patients come in. That has also helped to streamline their revenue cycle. “We don’t really have any A/R past 45-60 days now,” Leneigh says. “If we do have a rejection for some reason, we get those back from the clearinghouse and can address them pretty quickly.”

In fact, Leneigh says that she checks her clearinghouse reports every day so she can address problems that day. The rhythm of submitting claims and then reviewing reports everyday keeps their cash flow smooth and predictable. “I don’t like to send people a bill if we can avoid it,” she adds. “I don’t want our patients to have any surprises.” And, Kareo helps her to do just that so that she can keep her billing on track and focus more on caring for patients in need.

Beyond managing the revenue cycle, Leneigh appreciated Kareo’s support and responsiveness. She says that she rarely has an issue, but “When I do have a question, Kareo’s support staff answers it quickly. I’ve never been frustrated by having to wait for an answer or resolution.” She also feels that Kareo handles changes effectively. “When we changed to new mental health coding, it was seamless,” she says. “We didn’t have any problems whereas some of my colleagues experienced months of problems.”

The fact that Kareo is a cloud-based solution has also been a lifesaver for Leneigh’s business. When one of her two computers crashed recently it took all of her accounting data but not her Kareo data. “Our accounting software is not online, but our Kareo data was safe and accessible the entire time,” she explains. “We could keep up with our billing while we waited for the computer to get fixed. Afterward, we kept hopping back and forth between Kareo and the finance software to re-create the data in that program. Our computer crash did not slow down our billing or affect our revenue at all, thanks to Kareo!”



~0
A/R in over 60 days



from 6-2
wks. avg. turnaround



<1%
denials/rejections



Conclusion

After many years on Kareo, Leneigh is still very pleased with her choice. “As the owner of a small practice, I find Kareo’s pricing to be fair and manageable. And overall, it has really improved the functioning of our business and allowed us to get paid without taking too much time away from patient care.”