



Aaron Morgan Medical, LLC

Home-Based Healthcare – Profitable Thanks to Kareo

When the State of Maryland decided that nurse practitioners no longer required a physician's supervision, Millicent Edgar, FNP-DC saw a golden opportunity. For years, she had been doing the lion's share of the work in a doctor's office and was confident of her ability to run her own practice. She also saw a huge need for in-home medical services for the elderly. For these reasons and more, she founded Aaron Morgan Medical, LLC in early 2018 and named her practice in honor of two beloved family members who had recently passed away. In just two years, she was bringing quality medical care to the homes of more than 100 patients.

Challenge: Beyond-Bad Billers

Edgar initially outsourced to a biller who promised the moon but delivered very little. The biller promised to get Edgar credentialled with various insurance companies, but never followed through. She failed to submit claims. Frustrated, Edgar tried several other billers, only to find similar issues."

"I can't even describe how awful it was," says Edgar. "I'd call the biller and get a bunch of excuses or outright lies.

"I wasn't making money, either," she continues. "When a colleague heard about my patient load, she said I must be rolling in dough. Hah! I was barely breaking even. There was one patient I saw for free for an entire year because of the biller's incompetence. The anxiety kept me from sleeping at night, and I hated waking up in the morning. It got so bad I even considered closing up shop."

Solution: Partnership Through Kareo Partner Connect

Searching for a better solution, Edgar called Kareo, and was referred to one of Kareo's experienced billing company partners through the Kareo Partner Connect program. The billing company helped her install Kareo software, took charge of the accounting, and partnered with her to streamline processes and improve revenue.



AARON MORGAN MEDICAL, INC

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“At first, I was worried because they charge a percentage fee,” says Edgar. “But my rep assured me that their goal was to help me earn more, as they only made money when I did. In only a month or two, I discovered how true this was.”

Edgar’s entire practice was transformed by the shift to Kareo. “I use Kareo for just about everything now,” she says. “I set up appointments in it, so I can print out my schedule for the day and review patient conditions. I use Kareo to take skeleton notes after each visit, and then complete charting later in the day. Kareo lets me do broadcast messages if we have an emergency, like a tornado. The platform sends out birthday greetings from me, which are appreciated by my patients. I use it for prescription orders to e-send notes to pharmacists for approvals or refills.”

Results: Timely Transmittals

No longer does Edgar have to print out superbills and deliver them to the biller. Instead, she merely clicks “submit” when a note is roughed out, and the billing company can get to work on it. The billing service submits claims daily, eliminating any delays in reimbursement.

“My rep understood how busy things get for a provider,” Edgar says. “She showed me the benefit of saving skeleton notes even before I’ve polished them so they can access them and starts preparing claims right away. I can then wrap up notes later in the day or on the weekend, whenever I have the time, and know that reimbursement has already started being processed.”

The results from the Kareo Partner Connect program have been astounding. “My revenue more than doubled almost immediately after switching to Kareo, even though my patient load has gone down a bit due to COVID-19. And I’m receiving reimbursement ten times faster than with my old system,” Edgar notes.

Her billing partner had other great ideas. “She did an audit of my practice and found all sorts of billables that had been overlooked, sometimes for four months or longer. She determined that they were still eligible for reimbursement and submitted them. That means that I’m finally getting paid for services I’d been resigned to writing off. It feels almost like getting free money.”

Results: Popular Portal

The Kareo patient portal has proved to be very useful for both Edgar and her clientele. “Most of my patients are elderly,” she reports. “So, their family members tend to use the portal for them. They tell me they really appreciate how easy the patient portal is to use.”

Kareo Solution



KAREO BILLING



KAREO CLINICAL



KAREO ENGAGE



KAREO TELEHEALTH



KAREO ANALYTICS



PATIENT PAYMENTS



PATIENT STATEMENTS

“Charting in Kareo takes half the time I used to spend with Practice Fusion. Just this one feature saves me at least an hour every single day.”

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The portal is making her workload easier too. “Before every initial visit, I ask the patient or family to fill out medical background and insurance information online. This trims at least 30 minutes off of the appointment, because I can go right to the physical assessment, and keep the visit within the 60 minutes allocated by Medicare. Also, the patient data is automatically populated into the system, so I don’t have to worry about inputting paper records. I love that!” she says.”

Results: Quality (and Quicker) Charting

The new software had made it much easier for Edgar to do patient documentation. “Charting in Kareo takes half the time I used to spend with Practice Fusion,” she explains. “Just this one feature saves me at least an hour every single day.”

The time savings are due to powerful features built into Kareo notes. “Kareo autosuggests names and words with pull-down menus, so I don’t get the wrong patient or misspell things,” says Edgar. “It gives me very practical templates that I can tailor to my own needs. It lets me copy same-as-last-time, or SALT, comments and then just update the complaint or treatment. I can use the voice feature to dictate memos, just as easily as you would do on an iPhone, and the system types them out for me.”

Results: Peace of Mind, Twice the Profits

Edgar says that she frequently recommends Kareo’s complete solution to other practitioners. “Kareo and my billing company have given me back my life. I now have time to be a grandmother and wife, because I’m no longer spending so many extra hours on charting. I’m sleeping better too, since I know where I stand financially. Add to that the fact that I’m netting more than double what I was before. What’s not to like?”

Join the **65,000 providers** in all **50 states** that rely on Kareo to grow their business. Start optimizing your practice’s success today.

Results



2X revenue almost immediately



10X improvement in claim turnaround



1 hour/day savings in charting



1 hour/day savings in billing info preparation



30 minutes savings per new patient visit

“I’m receiving reimbursement ten times faster than with my old system.”

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