



Success Story

Advanced Healthcare Solutions



Andrew Pillman
President,
Advanced Healthcare Solutions



The combination of Kareo's billing solution and RPA allows us to survive during these turbulent times.

Raising the Bar in Billing Services

"To succeed in this 'interesting' healthcare world today, you've got to find ways to work better and smarter. If you're not constantly evolving, you quickly become irrelevant."

That's the philosophy of Andrew Pillman, president of Advanced Healthcare Solutions, a UnisLink Company, which is a billing service based in Chicago. He founded his company two decades ago focusing on smaller medical practices, and has grown to serve more than 40 groups, including 190 providers, in four states.

Challenges: Standing Out Among Competitors, and Flexibility During a Pandemic

Pillman says he's constantly on the lookout for new ways to differentiate. "Medical billing is a highly competitive industry, and it's changing all the time," he explains. "About 10 years ago we adopted Kareo, which helped us immensely. We chose it primarily because it was cloud-based, easy to use, and designed for our type of client. We now have all of our practices on the Kareo platform."

When Kareo introduced its Robotic Process Automation, Pillman recognized the opportunity to streamline internal operations and improve client profitability even further, while giving staff extra flexibility.

Solution: Kareo's Robotic Process Automation

Saved time on EPA Postings

As his business continued to grow, Pillman began adding larger clients. "Some of our new accounts submitted upwards of 10 EPAs (expedited prior authorization), which meant a lot of manual data entry on our end," he comments. "We needed to import things like demographic information quickly and accurately. I knew that better technology like Kareo was our only hope - and it delivered and saved us time."

Helped with Data Migration

Pillman asked Kareo to provide a custom bridge for importing data from third-party platforms into Kareo. "Kareo's RPA bot now handles data migrations from larger practices," he notes. "For instance, one group of hospitalists uses different billing codes than Kareo. With Kareo's Smart Connector (data input bot), we no longer have to assign a person to do conversions by hand. Everything is managed behind the scenes by software. We now compete more effectively for high-volume clients. The revenue improvements due to the bot are substantial."



Results



20% - 40%

immediate reduction in robocalling



Speedy switch to remote work during pandemic



Competitive advantage in challenging times

Provided Flexibility During a Pandemic

When the Covid-19 pandemic struck and the city went into lockdown, Pillman worried about keeping the business performing well.

“We needed to switch to remote operations with little or no downtime. Fortunately, we were all ready with everything maintained in the cloud. All we needed to do was ensure strong internet and phone connections in employees’ homes. Because we were not a platform-dependent office, we made the transition to remote operations much faster than other players in the industry.”

Advanced Healthcare Solutions maintained a hybrid work model even after the lockdown was lifted. “Our hybrid work model is a key hiring factor. Many candidates now consider remote work to be as important as salary when choosing a new position. The hybrid home/office work model helps us attract high-quality staff,” Pillman points out.

Benefits: Key Intangibles

Pillman says he has mitigated other risks by choosing a cloud-based system like Kareo. He points out these many advantages:

- Not having to worry about having a server in the office and the power or internet going out.
- Preventing data from being hacked if you had the data on your office server.
- Being able to access data anytime and anywhere.
- Knowing Kareo’s security is top notch - offering military-grade encryption and best-in-class security controls to keep his data safe and secure.
- Having access to Kareo’s reporting functions. Pillman points out that with company-wide analysis tools, he monitors how they trend from an executive level. “I can do this for the practices under our umbrella too, and help them run their businesses better. Practice managers really like the visibility and access Kareo provides.”

He sums up his technology choices in more fundamental terms. “Many smaller to mid-sized billing companies are not making it in the current business climate. The combination of Kareo’s billing solution and its RPA technology solution allows us to survive during these turbulent times



Learn how you can get started today!

kareo.com | sales@kareo.com | (888)775-2736

Kareo is an industry-leading complete technology platform that helps independent practices grow, and scale their businesses. With more than 85,000 customers and 17 years of experience, Kareo has set the standard for how practices deliver and manage patient care. Our integrated technology enables providers to offer a modernized practice to help transform patient outcomes and drive better business results.

