Alliance Physical Therapy

Simplifying Workers Comp and Auto Claims with Kareo

Physical Therapy

Alliance Physical Therapy opened in 2009 and has grown to 10 sites with 15 providers and 25 support staff. They started out using an expensive, server-based billing and EHR system. However, over the first few years they found that it was tedious and manual with few checks and balances to ensure accurate billing.

"The old system was costly and time-consuming," says Suzanne Johnson, billing manager at Alliance Physical Therapy. "The denial rate was very high, and there was a lot of follow up on claims." The owner decided to make a change. He came across WebPT and Kareo and quickly realized how much more affordable and automated it was. They made the switch and have been happy with their decision, but in medical billing there are always challenges to overcome.

Challenge

The practice has an efficient billing process. The average days in A/R is 24, and denials are low. "We authorize everything up front," explains Suzanne. "When we have denials it is usually because there is an issue with who is paying or the patient's benefits have run out. We do not have a tangled web of complex denials."

Despite their efficiency, one area has continued to be a problem: Workers' Compensation (WC) and Motor Vehicle Accident (MVA) claims. "Our practice is about 50% MVA and Workers' Comp, and it was almost all paper-based," Suzanne says.

Suzanne knew they could continue to make their billing more efficient and lower their A/R if they could send these claims electronically.

Solutions

In 2016, Kareo partnered with Jopari, a clearinghouse that allows attachments to accompany electronic MVA and WC claims to payers. Not all of Suzanne's payers are on the Jopari network, but it is already saving a lot of time and money in just a matter of a couple months.

KAREO SOLUTION

Kareo Billing

Alliance Physical Therapy
Because Experience Matters

"Even with only some of our payers on Jopari, **it is saving us time and money,** and it **will only get better** with each payer that is added."

Results

"Worker's Comp and MVA claims can be really complicated," according to Suzanne. "You often have to attach the visit documentation and other supporting materials so they can be very long." With the electronic option, the digital documentation can be attached, and it can be sent with the push of a button. It is much faster says Suzanne, and if the payer says the documentation wasn't attached she is able to quickly confirm that it was in Kareo.

In addition to the time savings that occur with the electronic option versus printing to paper and mailing, there are cost benefits. "These claims can be very long so printing and mailing can take as long as 30 minutes per claim batch," says Suzanne. "I would say electronically it is more like five to ten minutes. In addition, the cost to mail a claim package of that size is about $3.50 per claim and we send a few a day so that is around $10 or more a day in postage."

24
average days in A/R

Low
denials

$3.50
saved per claim

20-25
minutes saved
per claim batch

Conclusion

As more payers are added, the process of managing Workers' Compensation and MVA claims is getting more and more efficient and cost effective. "These claims can be frustrating to manage and slow to get paid," says Suzanne. "So, even with only some of our payers on Jopari, it is saving us time and money, and it will only get better with each payer that is added."

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