



Renee Lim Ngo, PC, MD

Making Big Billing Improvements with Kareo Managed Billing

Psychiatrist

Renee Lim Ngo, PC, MD has been a psychiatrist in private practice in Las Vegas for 15 years, and he practiced for many years in New York prior to moving to Nevada. He currently sees patients in his office three afternoons a week and in several hospitals in the area. Dr. Ngo can see as many as 30 patients a day for medication management across multiple locations.

Challenge

The small practice has outsourced its billing for many years. As it does for many smaller practices, outsourcing makes sense. Ideally, you get experience and reliability in exchange for a low monthly percentage based on collections.

Jo Chang, the office manager for Dr. Ngo, says that was the goal, but it wasn't the reality with their previous medical billing company. "It was a nightmare," she recalls. "We couldn't easily communicate with our old company. For example, if a claim was denied I would try to reach them and no one would respond. They weren't monitoring our cash flow or helping us collect copays or co-insurance. We took a loss on a lot of things because they didn't do their job in a timely way."

She believes their last billing company didn't see them as a priority because of their low volume. "We're all working for nothing if we don't get paid," says Jo. "They always billed us on time, but they weren't getting our billing done on time."

Solutions

The solution that the practice had was all-inclusive with the software and the billing service all in one. Ideally, they wanted to make a switch that would provide good software and service, but Jo was worried about the transition.

After looking around a bit she found Kareo, which offered practice management, billing, and EHR software along with a billing service all for one monthly percentage. Kareo offered to help with the data migration and to provide a Customer Success Coach to help the practice get up and running quickly.

KAREO SOLUTION



Kareo Managed
Billing



Kareo EHR

"There is really no comparison between the old company and what we have now. I love the software, and we are receiving more money, faster than we ever have before."

Results

Migrating a practice to new software and a new billing service isn't always easy. There are a lot of factors, and Jo says they had their ups and downs. Still, the change is like "night and day," says Jo. "It is much, much better than it was before," she adds. "And when there is a problem Kareo always gets back to me and works to resolve issue."

There have been several noticeable changes in the quality of the practice's billing. "Kareo has helped me improve patient collections, which our old billing service didn't do at all," explains Jo. "Claims are filed as soon as I send them over. If I send them at the end of the day, they are submitted, verified, and processed. Even with some of the special formats we have to use, they get out accurately and quickly, a service I can't do without. It is imperative in our business that claims are processed with almost no mistakes. With Kareo, minimal claims are sent back for rebilling, which makes my life easier. That is definitely a plus."

According to the practice's Kareo account manager, their key performance indicators are better than the average and exceed many accepted best performance metrics. Currently, their average days in A/R is just under 17 and the denial rate is less than 2%. The average net collections rate is almost 98.5%. In addition, the two biggest payers, Medicare and Medicaid, both pay on average in 20 days or less.



<17
Average days in A/R



<2%
denials



<20 days
Medicare & Medicaid
pay



98.5%
Net collections



Conclusion

Despite the occasional challenge, Jo and Dr. Ngo are very happy with Kareo Managed Billing. "There is really no comparison between the old company and what we have now," Jo says about Kareo. "I love the software, and we are receiving more money, faster than we ever have before."