



# TruHealth Family Care

Evolving with Kareo

Family Medicine

In 2006 Dr. Mark Miller founded TruHealth Family Care in Fayetteville, AR. From the beginning, he was a very busy provider dividing his time between his practice and seeing patients at local nursing homes.

With the help of a Nurse Practitioner and Physician Assistant, the practice sees about 25 to 35 patients a day. Recently, Dr. Miller added a medical spa with cash pay services as well.

## Challenge

Right off the bat, Dr. Miller signed on with a local EHR company, which the practice used for about three years. It provided some scheduling features but not much to support billing. To get the billing handled, they outsourced to a local company. The problem was that there were lots of gaps and issues. “The billing company just wasn’t doing a good job,” recalls Denise Grosse, Office Manager at TruHealth. “The revenue just wasn’t coming in.”

So, Dr. Miller decided to scale up to a system that offered a complete package of practice management and EHR software along with billing services. Unfortunately, it wasn’t what he and the staff had hoped for either. “They proclaimed that they were the whole package,” Denise says. “But all they did was scrub the claims and then send them back to us to work. It created so much extra work we had to hire another person.”

Revenue was dropping, they were paying a percentage to the new company, and they had added a staff person. Then, they found out that the claims for the mid-level providers had been processed incorrectly. It was a red flag to Medicare. Denise explains what happened next, “We got audited, and the company didn’t stand by us or take any responsibility. We lost so much revenue we had to reduce our staff.”

## Solutions

That was the last straw. They brought in a full time biller and started looking for a solution to bill in-house. The biller had used Kareo, and Denise was impressed with what she saw. They signed on for Kareo Billing and Kareo Clinical.

The system was a much better fit. “It is so much easier to see what is happening with our billing and fix any issues,” says Denise.

## KAREO SOLUTION



Kareo Billing



Kareo Clinical



Kareo Engage



“I am so happy with Kareo and how **much more visibility** we have into what is going on **with our practice revenue.**”

“We are never guessing with Kareo. If we make a mistake, Kareo alerts us, we see it right away, and we fix it.”

Initially, Dr. Miller didn't like the new EHR as much, but he soon found he could request enhancements, and they would quickly show up in the software. “It wasn't perfect, but the EHR team at Kareo listens to his feedback, and he really likes that,” adds Denise.

## Results

“Revenue has definitely increased since we started using Kareo in 2015,” Denise says. “We also know exactly where our money is because we can see our metrics at a glance in the Kareo platform.”

Because the providers are using the electronic superbill and sending those every day, claims get in daily. The practice is sending about 1,300 claims a month, and their average days in A/R is 23. The two largest payers turnaround payments in just over a week. BC/BS generally pays in nine days and Medicare is about 11 days. The denial rate is still higher than they would like at about 7%, but that is much lower than it was with their two previous companies.

Because they liked Kareo so much they also signed up for Kareo Engage, a complete patient engagement and communication solution. “You have to have patient reminders and an online presence,” according to Denise. “With Kareo Engage we use the provider online profile, the reminders, and the post visit surveys.”

The practice has been able to send over 11,000 automated text and email reminders in the first year with Kareo Engage. Denise isn't sure what the no show rate was before because they couldn't really track it with their old systems, but she feels confident it has decreased quite a bit since adding the automated reminders. She says she feels sure that their no show rate now is “very low”.

Patients are encouraged to leave online reviews as well. “Before Kareo, we had received a couple of reviews over several years, but that has really increased with Kareo,” says Denise. In a year they have accrued almost 50 reviews across Facebook, Google Plus, and Healthgrades.



**23**  
average days in A/R



**9 days**  
BC/BS pays



**50**  
online reviews



**Reduced**  
no-shows

## Conclusion

“I am so happy with Kareo and how much more visibility we have into what is going on with our practice revenue,” says Denise. “And I am impressed with the support team and how willing they are to listen to our feedback. We feel like we are not alone.”

Even after her challenging experiences with other billing companies, Denise is so happy with Kareo that she is now looking at Kareo Managed Billing to take over their revenue cycle. She says that ultimately, “We can evolve with Kareo.”