



Modernize Your **Mental Health Practice** to Save Time and Improve Care Delivery

Your end-to-end guide to operate your practice more efficiently while providing a progressive experience across the entire patient journey.



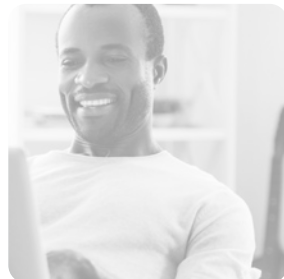
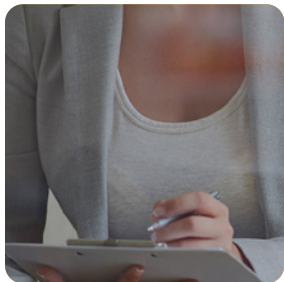
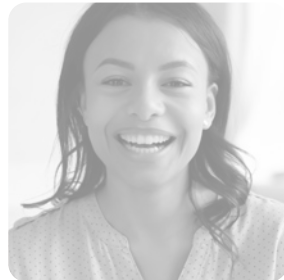


Introduction

Kareo is committed to the success of mental health practices.

As part of our commitment, we've created this step-by-step guide to help providers like you eliminate inefficiencies in your mental health practice. The information in this guide is designed to provide you with actionable steps to tailor industry best practices to the unique needs of your practice. By implementing some of these proven techniques, you will be able to more efficiently manage the clinical, billing and patient engagement functions of your practice. The result is better care delivery, increased collections and happier, healthier patients.

We know change is hard, especially when learning new forms of technology—but the software industry has advanced dramatically in the past few years and you'll be surprised at how attainable some of these changes will be. Now, let's get started by taking a look at the current state of the mental health industry.





The Current State of the Mental Health Industry

The growing need for mental health services has been amplified by the COVID-19 pandemic and the stressors associated with this unprecedented event. In a recent survey of more than 500 independent medical practices, Kareo learned that the stay-at-home efforts to “flatten the curve” in 2020 also flattened patient volumes for many practices, with 89% of non-mental health practices reporting a decline in patient volumes that year. However, that has not been the case for many mental health clinics which appeared to have been more resilient in maintaining patient volumes and continuing to deliver care. In fact, 92% of the mental health clinics Kareo surveyed remained open during the pandemic and 22% reported no change in patient volumes, while 17% actually reported an increase in patient volumes.

Mental health care has solidified its place as an essential component to providing holistic patient care and wellness. The ability to continue to deliver care throughout the COVID-19 pandemic was largely enabled by an accelerated adoption of technology. Kareo’s survey data shows that 65% of the mental health clinics that are still open moved to deliver care exclusively through telehealth, 34% offer both in-office and telehealth visits, while only 2% continued to offer care through in-office only visits.

Even before the pandemic, demand for mental health care was on the rise. The overall market size of the mental health and substance abuse centers industry in the US has grown 3.8% per year on average between 2017 and 2022. That market size is expected to increase 4.1% in 2022, with \$20.8 B in projected revenue. Industry growth is outpacing the wider healthcare and social assistance sector, as well as the overall economy. According to one industry analyst, the biggest opportunity for growth is the continued increase in federal funding for Medicare and Medicaid, which gives more people access to care. Currently, an estimated 51.5% of industry revenue comes from Medicare and Medicaid reimbursement payments.



65%

of the mental health clinics that are still open moved to deliver care exclusively through telehealth.



Industry Facts

A few facts impacting the mental health industry:

Privacy restrictions loosened due to COVID-19

With the HHS announcing on May 17, 2020 that they would temporarily allow healthcare providers to conduct telehealth calls via video sharing apps such as Facetime, Zoom and Skype, it gave patients increased access to care without providers being out of HIPAA compliance. This also gave providers an easier way to transition to using telehealth services with their patients. The trend of telehealth enabled care delivery is likely to continue even as HIPAA regulations are rolled back into place after the pandemic.

Higher and expanded reimbursements for telehealth-enabled care

Before the COVID-19 crisis, telehealth was largely underused for mental health care due in part to low reimbursement rates. However, the pandemic has brought about a positive change. For instance, the CMS now reimburses federally qualified health clinics and rural health clinics for telehealth services provided. In some states, the government has also mandated that insurers reimburse telehealth services delivered by in-network providers at the same rate as face-to-face visits.

Growing shortage of mental health providers

As of September 2021, over 129 million Americans were living in designated Mental Health Professional Shortage Areas (HPSAs). These areas require more than 6,559 additional mental health providers to meet the needs of people in those areas. The Substance Abuse and Mental Health Services Administration (SAMHSA) further projects that by 2025, the shortage will worsen.



Global behavioral health market size is set to hit \$245 billion by 2027, growing at a compound annual growth rate (CAGR) of 2.5%, according to Market Insight Reports.



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Let's look at the numbers

How many people are accessing mental health care?

In 2018, 37.1 million adults—about 15% of the entire U.S. adult population—received mental health care during the 12 preceding months. The types of mental health care they received consisted mainly of prescription medication and treatment or counseling in inpatient or outpatient settings. Also, nearly 8% of adults in the U.S. received outpatient mental health services, which was significantly higher than in the years 2003 to 2016.

However, with the onset of COVID-19, the number increased dramatically as reported in a Kaiser Family Foundation tracking poll conducted in late March 2020. The poll found that almost half of all Americans said the crisis was impacting their mental health in a negative way. For example, a federal emergency hotline available for people with emotional distress saw a more than a 1,000% increase, when compared to the same month a year before. In April 2020, about 20,000 people texted the hotline, which is run by the Substance Abuse and Mental Health Services Administration. With increased patient volume, it's important to partner with a vendor that can help your practice absorb the additional patients while maintaining quality care and a positive patient experience.

What is the number of active mental health practices in the U.S.?

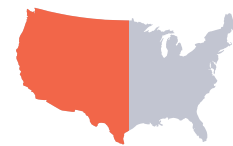
As of 2020, there were 12,275 registered mental health treatment facilities in the US, including 1,806 24-hour outpatient facilities and 9,634 less than 24-hours.

How has COVID-19 impacted the demand for telehealth services?

Demand for virtual healthcare increased dramatically as a result of the pandemic. According to a survey Kareo conducted in March 2020, 41% of independent medical practices reported offering telehealth, up from 22% reported in Kareo's State of the Independent Practice Report in late 2018. An additional 34% reported current efforts to deploy telehealth options, which ultimately will result in the vast majority (75%) of medical practices providing remote care solutions. By the third week of March 2020, Kareo saw a 500% week-over-week increase in telehealth visits while working to accommodate an increase of over 3,000% in telehealth adoption.

In addition, many people are turning to mental health telehealth services to receive help in coping with the ripple effects of COVID-19. As with independent medical practices, patients found that with limited access to in-office care, telehealth was a good option. In another survey about the impact of COVID-19, 45% of respondents said they want more access to virtual mental health services for anxiety, depression and social isolation. In recognition of the situation at hand, government and private payers are increasing reimbursement rates for mental health services delivered via telehealth.

Almost half of Americans said the COVID-19 was impacting their mental health negatively.



↑ 41%
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↑ 500%
week-over-week increase in telehealth visits.

👤 45%
want more access to virtual mental health services for anxiety.



Patient Facts

Mental health providers face unique challenges in delivering mental health care to patients, including:

Access to care for rural communities

According to the Rural Health Information Hub (RHIhub), mental health providers are struggling to meet the needs of residents in rural communities. In RHIhub's guide, *Rural Mental Health: Challenges and Opportunities Caring for the Country* (posted in their [blog article here](#)), they identified three challenges rural communities face: **accessibility** since residents must travel longer distances to receive care; **availability** due to a shortage of mental health providers and practitioners who are often located in urban centers; and **acceptability** as rural residents tend to **experience** more stigma for accessing mental health care, creating an additional barrier.

Providing holistic care

Many mental health conditions are co-morbid with physical conditions. Nowadays, mental health providers are the hub for care coordination.

Burnout

Burnout is an ongoing, pressing concern for those working in the medical field and is particularly high among mental health providers, with as many as 40% of them experiencing emotional exhaustion. According to the American Medical Association, 49% of healthcare practitioners experienced burnout in 2020. Similarly, the [National Library of Medicine](#) cites increased job demands and decreased job positives as putting mental health practitioners at greater risk of burnout during COVID-19.

Patient safety and risk

For mental health providers, ensuring patient safety goes beyond traditional incident reporting and checklists. They manage patients with complex psychological and social issues, and the causes and forms of risk are often dynamic.



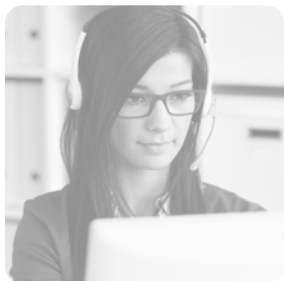
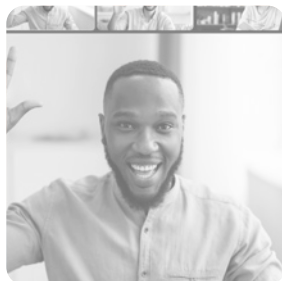
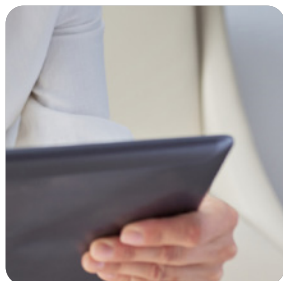
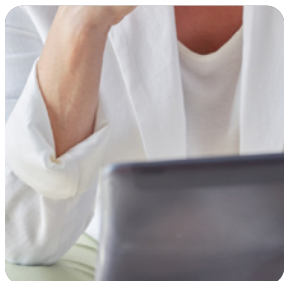
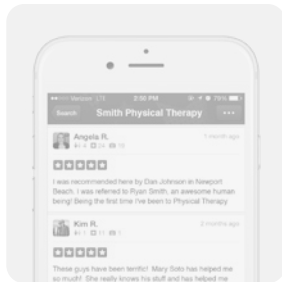
49%
of practitioners
experienced
burnout
in 2020

MODERNIZE YOUR MENTAL HEALTH PRACTICE

A Holistic Approach to Optimizing Your Mental Health Practice

Running a mental health practice comes with unique challenges. On top of managing staff, billing, providing care to patients, and regulatory challenges, you are also a small business owner—and there are only so many hours in a day. But you don't have to manage everything alone.

Thankfully, you can now use technology to automate routine administrative tasks, streamline billing processes and make it easier to market yourself to new patients while staying engaged with current ones. This helps you to stay focused on what matters most: Providing quality care to your patients.



Let's walk through some key areas to help you optimize your mental health clinic. We have divided the journey into four segments: **setting your clinic up for success, before the visit, during the visit and after the visit.**

SEGMENT ONE

Setting Your Practice Up for Success



SEGMENT TWO

Before the Visit



SEGMENT FOUR

After the Visit

SEGMENT THREE

During the Patient Visit

SEGMENT ONE

Setting Your Practice Up for Success

Taking the right steps when setting up your practice will help you get paid faster, increase patient volume, improve staff productivity, streamline care delivery and provide a positive patient experience. In addition to completing business and legal-related tasks such as applying for a business license, adhering to state and local zoning laws, and purchasing malpractice and liability insurance, here are some not-so-obvious tasks you can do to help ensure success for your practice.

Onboard your staff thoroughly

Once you have hired the right people, be sure to include a step-by-step guide that lists what their position entails and how you want things done as part of their training. This will not only hold both you and your staff members accountable, but should help everyone align on how the practice should run and what decisions to make.

Invest in the right technology to save time

Having more time to take on new clients will help your bottom line, but you need added support for the increased workload—or you'll risk burnout. The right technology can help. The best solutions to run a highly optimized mental health practice include:

- Billing (practice management)
- Clinical (EHR)
- Patient scheduling
- Patient portal
- Telehealth option
- End-to-end patient collection solutions
- Optimized patient statements
- Patient engagement functions
- Voice-to-text capabilities
- Automated billing





Network with other therapists

Connecting with others in your field can be beneficial in several ways. You can find out, and learn from, what they've done right or wrong in their clinics. They can refer you to new clients who they're unable to serve. And they can be a source of emotional support to share ideas on how to minimize provider burnout.

Market your practice to different audiences

Don't make the mistake of limiting your marketing to the internet. Get out and introduce yourself to a variety of in-person audiences including primary care offices, retirement communities and schools. Conferences and networking events are also a great opportunity to meet new people.

Engage in social media

In addition to having a website and connecting with others to help market your practice, it's also important to be active and consistently provide engaging content on social media. Also, consider posting regular blog articles that pertain to your practice's expertise—for example, focusing on marriage and family issues, pediatric concerns, or addictions. To help you get started, download our [guide: 4 Steps to Building and Managing Your Practice's Online Reputation](#).

CLIENT:

InTouch Psychological Service

SPECIALTY:

Mental Health & Primary Care

"We pay the same amount for an entire year of Kareo that we did for just one month with our previous vendor. That's without even adding in the extra fees they tacked on for billing."

— **Erica Flake**, MSN, FPMHNP-BC CEO & Owner
InTouch Psychological Service

RESULT:



85%

System costs slashed



5 min

Charting time cut by
5 minutes per patient



60%

Patient volume up

SEGMENT TWO

Before the Visit

Your patient's experience with your clinic starts long before they contact you or your staff to set up their first visit. Let's look at two key areas:

1. **Getting new patients** is now handled online more than ever before. People decide who to call based on what they can find in an internet search, and this includes mental health care. So, how do you ensure patients find your clinic when they're seeking mental health care? And how do you make sure that when your clinic is found, it stands out? The answer is leveraging technology to establish and strengthen your online presence and reputation.

Here are some marketing and engagement tools that can help:

- **Display patient reviews** that highlight your clinic's expertise and excellent patient experiences.
 - **Manage your clinic's reputation** by notifying you of reviews and easing the process for handling negative ones.
 - **Send patient surveys** and get existing patients to leave reviews. Achieve consistent business information across many sites, platforms and search tools.
2. **Managing referrals from other providers is a great, steady source of new patients.** A digital referral tool can reduce the amount of time and effort your practice needs to dedicate to searching for new patients—letting you focus on providing mental health care.

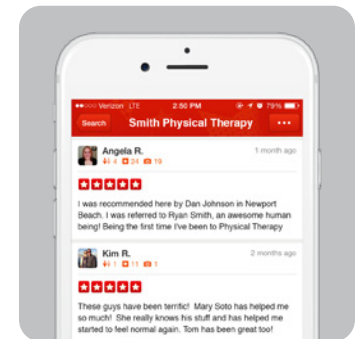
Once a patient has found your clinic, technology can save you time during the scheduling, eligibility, intake and reminder process, with tools such as:

Online appointment scheduling and confirmations

Rather than making patients schedule appointments via phone, offer online scheduling and digital confirmation. The average phone call to schedule a medical appointment lasts 8.1 minutes—time your front office staff can put to better use on other administrative tasks.

Automated appointment reminders

Your time as a provider is valuable. Missed appointments not only prevent you from maximizing your time, they also create inefficiencies in your workflow. The best way to tackle no-shows is to send out automated reminders via text and email at specific times prior to the appointment. In fact, studies show that automated text appointment reminders help to reduce no-shows by up to 38%.



Display patient reviews that highlight your clinic's expertise and excellent patient experiences.



Digital patient intake

Manual patient intake can be both time-consuming and error-prone. Offering digital patient intake prior to appointments makes the process easier for your patients and helps save time in your practice's clinical workflow. Patients can provide their demographic and medical history information, fill out consent forms, provide insurance information, complete screening questionnaires and assessment tools all in the comfort of their own home—before stepping into your practice.

From a practice workflow perspective, you can pre-validate insurance and acquire patient information while eliminating data entry tasks for front office staff.

Online/batch eligibility checks

Denied claims and uncollected revenue are issues many mental health practices have to deal with regularly. Being able to verify insurance within seconds before an appointment increases collections and reduces claim denials and the inconveniences caused by ineligibility.

CLIENT:

Alli Center

SPECIALTY:

Behavioral Health

“Our no-show rate has dropped dramatically, by about 35%. We attribute this to both the Kareo reminders and to the flexibility and convenience of telehealth.”

— **Zara Wanlass**, Co-founder and CEO
Alli Center

RESULT:



No-shows cut by about
35%



Training costs down
75%



1-2 hours

Electronic notes save
1-2 hours per day,
per practitioner



SEGMENT THREE

During the Patient Visit

Care delivery should be a smooth process, from the moment a patient steps into your clinic until they leave. However, without the right tools in place it can be fraught with inefficiencies and unnecessary manual steps.

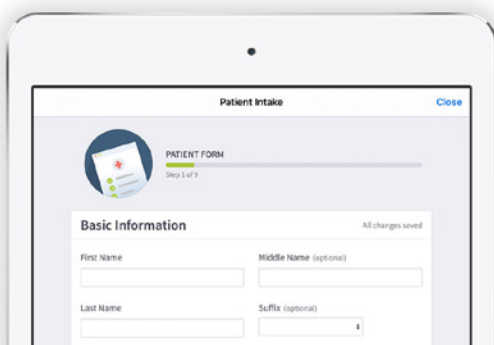
Here's how technology can help simplify patient visits for your practice—so you can focus your energy on providing high-quality mental health care.

In-office intake kiosk

Sometimes patients don't fill out online intake forms before their appointment. They may have missed, forgotten or disregarded the email sent in advance, or they may be walk-ins. Whatever the reason, technology can help you prevent bottlenecks in the waiting room/front office when this happens. Providing a kiosk option that can be accessed on any mobile device or in your waiting room eliminates the need for front office staff to take down patient information during intake. It also improves your clinic's ability to accommodate walk-ins. Patients can simply enter their medical history, demographic and insurance data, and even sign consent forms via an application that populates directly onto the practice's EHR and practice management software.

Care delivery

A [study](#) published in the *Annals of Internal Medicine* found that on average providers spend 16 minutes and 14 seconds using the EHR for each patient they see. You want to choose technology that's been proven to cut charting time by three to five minutes per patient, giving you more time to deliver quality care. Also helpful are mental health-specific screening tools and questionnaires (such as GAD-7, PCL-5, PHQ-9 and HAM-A), and mental health-specific templates and notes, which help you quickly and efficiently capture important information from patient visits. Additionally, look for technology that makes it easy to take in referrals from primary care providers, enabling you to adopt a holistic approach to mental health care.



Providing a kiosk option that can be accessed on any mobile device or in your waiting room eliminates the need for front office staff to take down patient information during intake



Take advantage of the growing need for virtual mental health care

Patients prefer mental health providers that give them the option to access care virtually. As a provider, telehealth gives you the ability to deliver virtual care to your patients seamlessly. Best practice is a telehealth solution that is video-enabled, HIPAA compliant and integrates with your practice's EHR and workflow— offering your patients flexibility without any interruption to your normal care processes. Leveraging telehealth is also a great way to help reduce the common problem of no-shows by giving patients the option to complete the visit in an environment that's comfortable to them—like their home.

Delivering mental health service remotely means your patients don't have to deal with transportation issues or finding child care because they can simply visit you online. One positive impact from the COVID-19 pandemic is that all major insurance providers now reimburse for telehealth visits and you can bill at the same rate as in-office visits. For more information on billing codes for telehealth visits, download our [guide](#) on telehealth coding and billing guidance for COVID-19.

E-prescribe

For psychiatrists, successfully and efficiently prescribing medication is often a major part of a patient's success during treatment. You can reduce paperwork and time spent communicating with pharmacies while also enhancing patient safety by using e-prescribe technology. With e-prescribe, you can send out new prescriptions and renewals electronically while helping your patients find the closest pharmacy. You can also access two years of patient medication history to detect potential substance abuse and create favorite lists for medications you prescribe frequently. You can even assess drug-to-drug allergies, drug to food interactions, and formulary details, and send prescriptions by print, fax or electronically.

Patient collections and check out

The start of the patient visit is the best time to collect co-pays. Choose a platform that allows you to run eligibility checks (and re-checks) before the appointment so you can ensure that claims posted will go through. Integrated credit card processing capabilities allow you to collect co-pays from patients during their visit. In addition, email and text message reminders can be sent post-visit to accelerate collections and reduce time in accounts receivable. This helps you collect on revenues owed to you. For information to help with updating your patient collections processes for a new era, download our [guide](#): Patient Collections 2.0 - A Blueprint for Success. Checkout should be easy, too.



Delivering mental health service remotely means your patients don't have to deal with transportation issues or finding child care because they can simply visit you online.



SEGMENT FOUR

After the Visit

The patient care journey doesn't end after the session. There are many more steps to ensure you can continue to deliver quality mental health care and that your clinic gets reimbursed.

Here's how technology can help your clinic handle these processes as effortlessly as possible.

Post-visit care coordination

Unlike with physical healthcare visits that are often one-off, mental health care usually requires multiple recurring sessions with a provider. With the right solution, you can schedule recurring appointments automatically complete with text reminders—no need for your front office staff or patients to keep track of visits.

Ongoing patient engagement

Mental health care should continue outside of office visits. Staying on top of your patients' progress, keeping lines of communication open, making it easy for them to refill prescriptions and sharing educational resources are some of the best ways to ensure they stay on their treatment plan. Patient engagement tools can help keep you connected to your patients.

In addition, you can remain well-informed about your patients' mental states by sending them screening tools and questionnaires (like GAD-7 and PHQ-9) anytime. A patient portal allows you to send secure messages to your patients on topics such as prescription renewals and patient concerns. Technology can also help you send out practice updates as broadcast messages.

Claims processing

No one wants to spend hours submitting paper claims and then weeks or even months tracking them and struggling to get paid. Not only is that valuable time wasted, it also disrupts the clinic's cash flow. Submitting claims electronically helps you get paid faster. You can see the status of your submitted claims with a clear, digital trail of the stages they pass through—ranging from charge capture and encounter review through possible rejection and denial all the way to payment.



With the right solution, you can schedule recurring appointments automatically complete with text reminders—no need for your front office staff or patients to keep track of visits.



CMS incentive programs

Clinicians eligible to participate in MIPS can receive an incentive payment adjustment of up to 7% for their performance over a two-year period for participating. Conversely, they can be subject to a 7% penalty for not participating. Look for an EHR that offers a suite of MIPS reporting tools so your practice can avoid a negative payment adjustment while also improving the quality of care you deliver to patients.

Patient statements and collections

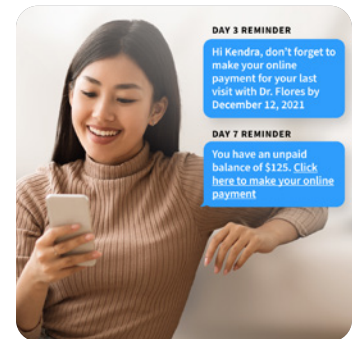
Shorten your patient billing cycle and increase revenue by leveraging multiple ways to get statements to your patients. Send balance reminders via text message or send detailed electronic statements that patients can make quick and secure online payments from directly. Alternatively, your front office staff can print patient statements on demand to hand over after a visit. And for patients who prefer the traditional way, you can use a technology-enabled patient statement mailing service to send out paper statements.

Recare reminders

As a mental health provider, you often need to check in with patients and remind them of treatment recommendations you made outside of their visit. You can use the communication tools provided within patient engagement technology to make this process more efficient.

Practice analytics

For your mental health practice to grow, you must be able to glean actionable insights from your data. But with so much data to parse through, the only efficient and effective way to extract those insights is by using analytics technology. With an integrated platform, you can generate reports to set goals, track trends to help optimize your revenue cycle and quickly identify unrealized revenue opportunities to improve your clinic's bottom line.



Send balance reminders via text message or send detailed electronic statements that patients can make quick and secure online payments from directly



Succeeding in MIPS

In 2019, clinical psychologists and clinical social workers joined psychiatrists in becoming eligible to participate in the Merit Incentive-Based Payment System (MIPS). MIPS is designed to reward or penalize providers based on their values and patient outcomes.

MIPS has four divisions known as ‘Performance Categories’, under which you’ll submit data. Your performance in these categories determines your final MIPS score, with an upper limit of 100 points. Your score then determines whether your earnings will be subject to a negative or positive payment adjustment—up to an additional 7% for an incentive or a reduction of 7% as a penalty.

To avoid penalties and potentially receive incentive adjustments, mental health practices that meet the eligibility threshold must report data under different performance categories. For more information about these categories, [read this](#).

MIPS reporting can be overwhelming and scoring high can be next to impossible without the right technology and vendor partner to support you throughout the reporting year.

“Having the right technology makes all the difference,” says Marina Verdara, Kareo’s senior training specialist and MIPS expert. “Mental health clinicians have never needed a robust, yet user-friendly EHR as they do now, especially with the COVID-19 pandemic. Having an EHR solution like Kareo offers makes screening and documentation of patient encounters a no brainer. The platform supports 22 quality measures (six of which are mental health specific) that are easy to capture and track. We also provide a wide variety of training and resources that help clinicians achieve their goals.”

“The Care Checklist allows you to easily track your progress on some measures by adding it within your regular workflow,” Marina adds. “The Quality Measures Dashboard serves as the control center for monitoring progress on the measure you select—setting you on track to receive positive payment adjustments and avoid negative ones.”



“Having the right technology makes all the difference.”

Marina Verdara

Kareo’s Senior Training Specialist & MIPS Expert



Conclusion

Mental health providers have never been in more demand than they are now, especially with the impact of COVID-19. Add to that fewer restrictions and higher reimbursements for telehealth, decreasing stigma around mental health services and the availability of technology to free up time normally spent on routine tasks, there's no better time to run a mental health practice.

Ready for a new technology partner or looking to purchase practice technology for the first time?

With a busy mental health clinic to run, we know the idea of switching to a new technology solution (or making your first purchase) for your medical records, billing and patient engagement needs can feel overwhelming. However, for most practices, the benefits of having a more efficient care-delivery workflow, increased revenue and the ability to provide a better patient experience far outweigh the effort of making the switch. Also, you can count on us throughout the transition process—we're here to help.

Why Choose Kareo

When considering which technology vendor to partner with, ask yourself the following questions:

- Is the platform easy to use overall?
- Is there an integrated option to provide telehealth?
- Does the software include a capability for messaging your staff and patients?
- Does the software include patient scheduling?
- Does the software help with e-prescribing?
- Are all elements of the software HIPAA compliant?
- Is the EHR 2015-Meaningful Use Certified?
- How does the software help with referral management?
- Is the software affordable for your practice?
- How is the patient portal integration?
- What type of onboarding and follow-up support does the company provide?
- Does the software vendor offer online, remote and phone-based training?
- Is the vendor financially stable with years of experience behind them and also equipped for the future? Do they have your trust?
- Does the software seamlessly integrate with other products that will help your practice thrive?



For additional information about choosing or changing your EHR or billing software, download our two guides [Selecting the Right EHR for your Mental Health Practice](#) and [How to Change Your Mental Health Billing Software](#).

What to consider

After serving mental health clinics for the past 17 years, Kareo has proven proficiency in addressing the needs of mental health providers and the unique challenges you face. Our all-in-one integrated platform for mental health practices is designed to help you increase patient volume, reduce no-shows, offer virtual care, speed up the check-in process and e-prescribe with ease. As your technology partner, we can help you grow your client base, increase your reimbursements, minimize burnout and improve care delivery.

What Does The Kareo Platform Deliver?

Kareo has created an all-in-one integrated platform to help mental health practices optimize efficiency and deliver quality care. Our intuitive platform supports all major functions including billing, electronic charting, appointment scheduling, patient collections and communication. Not only will it help streamline your clinic's workflow and improve the patient experience, it will also help you lower operational costs and maximize your staff resources. Our mental health customers say our platform is easy to use and they appreciate how Kareo listens to them to evolve the platform so we can continue to meet their technology needs. With Kareo, you get:

EHR and telehealth functionalities

Superior workflows enable your clinic to perform tasks easily and efficiently. Our EHR is 2015 ONC certified, HIPAA compliant and fully integrated with other functionalities such as telehealth services, billing and patient engagement.

Patient collections and insurance reimbursements

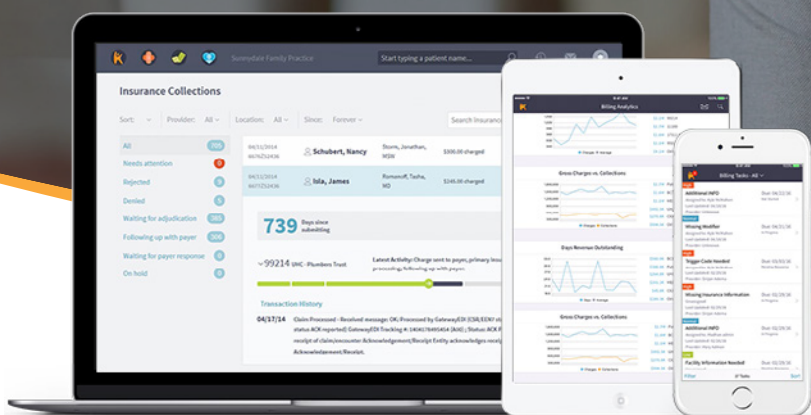
Kareo's collections and claims submission tools help you reduce claims denials, optimize patient collections and increase revenue.

Patient engagement and communication

Kareo's engagement and communication tools help you create a superior end-to-end patient experience— from finding new patients to communicating and delivering an intimate level of care.

Customer service is one of our biggest strengths. Dedicated to the success of our customers, Kareo provides free, one-to-one success coaching during onboarding, free phone, email and chat support and online training, and many other resources services including access to Kareo University to continually hone your skills and make the most of our software.

The only **complete** technology platform for your mental health practice



Visit **Kareo.com** to learn about the integrated software platform for patient collection success.

Call **(888) 775-2736** or visit **Kareo.com**

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See for yourself why we're recognized (and trusted) by analysts and experts.

