

Eagle Overlook Recovery for Adolescents  
Behavioral Health - Case Study-Returning customer  
Prepared by Tracy Lamb  
June 2021

## **The Grass is not always Greener**

**Existing Adolescent Treatment Facility re-hired ReliaBill after 12 months**

### **STATS**

- Collected \$1M in Out of Network insurance payments in first 8 months
- Corrected Facility profile with all payors

### **COMPANY QUICK FACTS**

- 20 capacity Adolescent (13-18yrs) Treatment Facility
- 1 location, Dahlonoga, GA
- Signed with ReliaBill September 2019 and termed June 2020
- Re-Signed with ReliaBill July 2021

### **CLIENT QUOTE**

*June 2020* –“You guys have been wonderful and you’re right in that this is by no means a closed door. We might be back if things don’t work out.” Dr Aflatoon, Medical Director and Owner

*October 2021* –“What sets you apart is your Customer Service. We feel like you are part of our facility and not a third party”. Patricia Hamilton, CEO

“You’re better than the first time”. Dr Aflatoon, Medical Director and Owner

### **CORONIS QUOTE**

*“We are ecstatic to see Eagle Overlook return to Coronis Health as an affirmation of the job we do, but also as a facility that is in high demand now to treat the adolescent population.”* Tracy Lamb, President

### **STORY**

Eagle Overlook hired Coronis as they have not received insurance revenue in their first year of operation. We immediately identified the issues which centered around facility and provider credentialing and in the first 8 months collected \$1Million in revenue.

Unfortunately, the customer left Coronis for another 3<sup>rd</sup> party biller (not for performance as evidence by the June 2020 quote from Dr. Aflatoon), but for not doing patient collections. Fast forward one year and

that was an empty promise. Eagle Overlook has since returned with a new CEO, Patricia Hamilton, who like Dr. Aflatoon, is impressed by our transparency and reporting.