

Revenue Cycle Management, Reimagined

Existing Adolescent Treatment Facility Rehired Coronis After 12 Months

The Grass Is Not Always Greener

\$1M

Out-of-Network Insurance Payments in
1st 8 Months

20

Capacity of Treatment Facility

Situation

Eagle Overlook hired Coronis as they had 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 eight months, we collected \$1 million in revenue.

Unfortunately, the customer left Coronis for another third-party biller (not for performance, as evidenced by the June 2020 quote from Dr. Aflatoon), but for not doing patient collections.

Testimonials

"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."

"You're better than the first time."

- Dr. Aflatoon, Medical Director and Owner

"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

"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, Coronis Health Behavioral Health Division President

Solution

Unfortunately, the customer left Coronis for another third-party biller (not for performance, as evidenced 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.