

Revenue Cycle Management, Reimagined

Outsourcing Increased Collections by 15%

Existing 450-Bed Medicaid Treatment Facility Transitioned From In-House Billing and Collections to Outsourcing Revenue Cycle Management

\$2M

Insurance Reimbursement
Average Per Month

6k

Claims Per Month
(95% claim adjudication rate)

15%

Increased Collections

Situation

Crossroads is an Arizona Department of Health Services-licensed substance abuse treatment provider with proven expertise in serving addicted men, women, and veterans through the provision of high-quality, successful, and affordable residential and outpatient recovery programs.

Crossroads had an in-house revenue cycle team of billers, collectors, and payment posters along with utilization review representatives, approximately 12 FTE in total. Management's frustration was a lack of accountability, consistent and timely claims submissions, and payment posting. Never had the company sought a 3rd party revenue cycle partner until Coronis Health was referred to them by their EMR.

Testimonials

"I can't wait to log into our bank account to check deposits each morning. Cash flow is consistent which was not the case prior to working with Coronis."

- Tammy Wilson, Chief Financial Officer

"We look forward to a long-term partnership to support Crossroads' growth and continued support of the local community."

-Tracy Lamb, President, Coronis Behavioral Health

Solution

Coronis Health provided the partnership they sought with an attractive revenue share model. We are a partner who is transparent with issues, is incentivized to maximize revenue, and provides expertise in coding and claims submission. Coronis Health has depth on the bench for growth and after six months of working together continues to have weekly calls to resolve questions. Our reporting and analysis facilitate Medicaid compliance along with providing management daily, weekly, and monthly data to run the business.

Results

This partnership has freed management to grow the business, adding a 16-bed detox facility and 100-capacity IOP facility in 2023 rather than managing the staff that were not performing.