

Revenue Cycle Management, Reimagined

Coronis Health Kept Pain Physicians Happy and Increased Their Financial Health

How Coronis Helped a Pain Management Clinic Keep Its Physicians Happy and Turn Around Their Billing Services

\$213K+

Increase in Payments

1.4M+

Increase in Charges

230%

Increase in Patient Collections

Situation

A pain management clinic had low collections and was unable to operationally make changes within its current practice management system. They had tried it all, including billing staff internally, outsourcing, and a hybrid model, but it was all being done in the current system. The practice was losing money.

The clinic came to Coronis Health with, what they called, a spider web of issues, and they needed experts to understand the ins and outs of what to do to correct the problems. The front office staff were frustrated with billing complaints and were having a hard time connecting the dots. The physicians were unhappy with the lack of cash flow.

The clinic began to search for experts in pain management that understood how to work their processes.

They searched on Google and connected with Coronis Health.



Testimonials

"Coronis has been a true partner since day one. We have seen our revenue increase, our stress level go down, and our productivity go up. What more could we ask for? This team is simply awesome."

- CEO, Pain Management Clinic

Solution

By utilizing systems, integration, and process mapping, Coronis was able to implement a full audit on the schedule for charge completion, ensure all charges were being billed, improve coding practices, and implement patient collection tools that included click-to-pay options. They also completed a pay-to-address and banking change for the practice, which included updating their current enrollments and ensuring they had payer website access and EFT/ERA in place.

Coronis truly became a partner of the client. Within three months, the C-Suite saw complaints from the physicians related to patient receivables go down significantly, and they could focus on the business.

Results

By implementing new processes, ensuring the schedule to charges was being audited, and educating staff, Coronis was able to increase the practice's overall collections by 113% and decrease their DRO from 83 days to 25 days, which then resulted in significant, consistent cash flow. The practice also saw a 230% increase in patient collections.