

Streamlined Billing Process Increases Collections

Price Chiropractic Associates, Inc.

Price Chiropractic Associates, Inc. has been serving its communities in Hamburg and Reading, Pennsylvania, for over 30 years, seeing up to 300 patients per week. The practice offers a variety of services, including mainstream chiropractic, Gonstead, Cox and Diversified techniques, massage, rehabilitation and low-level laser.

Dr. Mitchell Price is chiropractor and founder of the practice. Office administration and additional personnel includes two part-time front desk positions, an office manager, two therapy staff members, and two part-time massage therapists.

The Challenge

Price Chiropractic Associates, Inc. not only needed help with a more efficient billing process, they were also dealing with office staff that was reluctant to let go of old-school practices, like the use of ledger cards and day sheets.

A confusing and ineffective in-house billing system was costing the practice thousands of dollars in unpaid bills. The office staff was highly resistant to change and insisted on continuing outdated practices. This resulted in unnecessary work hours performing redundant tasks without positive results. This also made it impossible to review reliable billing and collections data and properly track patient activity.

ACOM HEALTH'S SOLUTION

Insurance Billing Services, RAPID Doc EHR Software, & RAPID Practice Management Software

RESULTS

25% INCREASE

in Insurance Payments

THOUSANDS

of Dollars in Unpaid Bills Collected

HOURS SAVED

Not Performing Redundant Tasks

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The Solution

The first step was for an objective staff member, in this case Director of Public Relations and Marketing Eunice Fisher, to gain a better understanding of discrepancies and key problems in their internal processes.

Fisher then developed and reinforced clear office policies and procedures. Old-school practices – like the use of ledger cards and day sheets - were phased out. The ACOM Health Insurance Billing Services and RAPID Doc EHR software and RAPID Practice Management software were fully integrated and implemented, and staff learned to utilize all its functions, working closely with ACOM Health billing experts.

The Results

Insurance payments increased by a dramatic 25%.

Claims now go out properly the first time, and with the correct modifiers on the CPT codes. Thousands of dollars in unpaid bills were collected, and Price Chiropractic Associates, Inc. is experiencing a higher level of success, both in terms of revenue and patient care.

The billing process was streamlined and staff members were trained. They are knowledgeable and taking full advantage of ACOM Health's Insurance Billing Services and the ACOM Health RAPID Doc EHR software and RAPID Practice Management software. Staff can now evaluate and track patient activity and progress and utilize reports to easily identify billing and payment trends. The practice patient list was cleaned up, weeding out those who were chronically late with payments (or those who never paid their bills at all).

“There is no way one person in a chiropractic office can keep track and know everything they need to know about insurance billing. *It's impossible.* Things like codes and regulations are always changing - **it's just too much for one person to handle.**”

Having an ACOM Health billing expert there to help means that we're collecting more money and doing everything we can to have a successful practice.”

*Eunice Fisher,
Price Chiropractic
Associates, Inc.*

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