

Insurance Billing: From Frustrating to Stress-Free

Pinnacle Chiropractic Health and Wellness Center

Pinnacle Chiropractic Health and Wellness Center specializes in treating sport injuries, ongoing and recurring physical ailments, work-related injuries and pain management. With a typical caseload of 230 patients per week, they also offer healthcare and therapeutic massage at sporting and community events.

Located in Cuyahoga Falls, Ohio, it was founded in 2003 by primary chiropractic healthcare physician Dr. Craig Banks. Additional staff includes: an associate chiropractor and office manager; a finance director; three massage therapists; and an adopted dog named Kodiak (the official office mascot).

The Challenge

Pinnacle Chiropractic Health and Wellness Center initially relied on an in-house billing process combined with purchased billing software. This was effective in terms of collections and paid bills, but it didn't support the goal of becoming a paperless system.

The billing software was functional but confusing, and the staff struggled to keep up with claims and follow-up with unpaid bills. And without electronic records, they were buried in piles of paperwork.

In addition, Dr. Banks spent long hours catching up with patient notes, often into the evenings and weekends. The stress of preparing documents for court cases, for example, combined with the fear of audits that so many healthcare practices experience, was taking a toll.

ACOM HEALTH'S SOLUTION

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

RESULTS

HOURS GAINED

to Treat More Patients

MORE MONEY

from Higher Collections

PAPERLESS

Chiropractic Practice

EASY TRACKING

of Office Statistics

(866) 286-5315
www.acomhealth.com

acomHEALTH | SUCCESS STORY

The Solution

Pinnacle explored new software and billing options, and after extensive research, they chose ACOM Health's Insurance Billing Services and Software. One of the biggest selling points? RAPID notes and knowing the software would help them reach their goals of increased efficiency and becoming paperless, while simplifying their billing process.

Additionally, Pinnacle compared the costs of an internal biller position versus the benefits and investment of ACOM Health's Insurance Billing Services. It was an easy decision to make the change to ACOM Health and take advantage of their extensive experience and proven results.



“We’ve worked with other billing services and they just didn’t know what they were doing for a practice with our patient volume.

We switched to ACOM Health over four years ago and I have referred multiple other practices to them, many of which followed my recommendation. I will continue to recommend ACOM Health's software and billing service combination as the ideal chiropractic solution to my peers.”

*Dr. Craig Banks,
Pinnacle Chiropractic Health
and Wellness Center*

(866) 286-5315
www.acomhealth.com

See Why More Chiropractors Choose ACOM Health

Call us now at (866) 286-5315

acomHEALTH | SUCCESS STORY



The Results

After partnering with ACOM Health, Pinnacle saw immediate results, including:

- More free time to focus on growing their business and treating patients.
- A completely paperless practice.
- Less stressful work environment.
- No more worrying about keeping up with ever-changing insurance codes and requirements.
- An easier and efficient way to track office statistics and retrieve financial records.
- Weekly reports, schedules, appointment no-shows and reschedules are just a click away.
- All documents are easily accessible & in one place.
- Patient notes that are simplified, accurate and much less time-consuming.

Over the four years of working with ACOM Health, Pinnacle has realized the priceless value of a stable office and billing operations.

Insurance Billing Services

WHAT WE DO FOR YOU

- ✓ Handle all insurance claim submissions
- ✓ Collect claim payments within 20 days average
- ✓ Minimize insurance claim payment denials
- ✓ Provide free certified EHR and Practice Management Software

(866) 286-5315
www.acomhealth.com

See Why More Chiropractors Choose ACOM Health

Call us now at (866) 286-5315