

Dramatically Increased Collections from Insurance Payers

Capps Chiropractic Clinic

Capps Chiropractic Clinic provides overall comprehensive evaluation, treatment plans and healthcare management for the Roanoke, Virginia community. Phases of treatment include acute pain control, rehabilitation and recovery.

With over 35 years of experience, Dr. Capps first practiced in Richlands, Virginia, before moving to Roanoke and founding Capps Chiropractic Clinic in 1992. Additional clinic staff includes two office administrators.



ACOM HEALTH'S SOLUTION

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

RESULTS

THOUSANDS

of Dollars from Increased
Insurance Collections

ELIMINATED REJECTIONS

from Insurance Coding Errors

TRANSPARENCY

of Entire Billing Process

2 MIN OR LESS

to Write a Patient Note

acomHEALTH | SUCCESS STORY

The Challenge

When Capps Chiropractic Clinic opened in 1992, Dr. Capps invested in brand new computers and state-of-the-art software to support an in-house billing system. Unfortunately, even with expensive updates and maintenance throughout the years, the software was functional only at a very basic level – the staff couldn't access much besides monthly invoices. They couldn't access standard monthly reports, or even see collections or patient data.

Their in-house billing administrator was overwhelmed and frustrated with the process, which ultimately led to an early retirement. At that point, Dr. Capps hired a local professional billing service, rather than fill the vacant position. While there were numerous companies that specialized in medical practices, only one in the area touted expertise in the chiropractic industry.

Even with an outside service, the billing process remained complicated and cumbersome. The staff had limited access to reports (upon request only), and there was little transparency. For example, if there was a question or concern about a specific bill, it was impossible for the staff to determine the cause themselves. To resolve any patient or billing issue, it required multiple phone calls to the billing service, which often took hours (or even days) to resolve. As one office administrator says, "You can't manage your accounts if you can't see what's going on with them."

And the biggest kicker of all?

During the 13 years of using the local billing service, collections never improved.

The Solution

Capps Chiropractic Clinic switched to ACOM Health Insurance Billing Service and RAPID Doc EHR software and RAPID Practice Management software.

"Chiropractors have a hard battle with credibility in the insurance industry.

So, the more we put ourselves into a professional, modern business model, the higher our credibility with the insurance industry.

That's why I keep telling my colleagues to let the professionals at ACOM Health, who are trained to do these things, take care of their billing so they can go be a good chiropractor."

*Dr. Capps,
Capps Chiropractic Clinic*

(866) 286-5315
www.acomhealth.com

The Results

After 13 years with no significant growth in collections, Capps Chiropractic Clinic partnered with ACOM Health Insurance Billing Services and saw collections improve for the first time in its history. In fact, collections increased by over 7% compared to the prior year, which translates into tens of thousands of dollars, straight to the bottom line.

In addition:

- A multitude of reports are now at the staff's fingertips.
- Collections continue to improve, and aged accounts have been resolved.
- They benefit from true billing transparency, and ACOM Health billing experts respond immediately to any issues or questions.
- Tracking all billing stages and viewing account details is easy.
- The practice is more efficient, and office administrators are less stressed.
- Insurance rejections based on coding have been eliminated.
- Dr. Capps now completes compliant patient notes in two minutes or less per patient, has more spare time, and can work remotely from any location.

Insurance Billing Services

WHAT WE DO FOR YOU

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

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See Why More Chiropractors Choose ACOM Health

Call us now at (866) 286-5315