

**CASE STUDY**

## Small practice survives, and then thrives, with better business processes from ABW

### BACKGROUND

When this provider bought his practice, he was optimistic. The office is in an historic art deco medical office building in downtown San Francisco.

### CHALLENGES

However, things quickly fell apart when the small company that had provided patient billing and scheduling services proposed untenable changes and ultimately locked him out of the system. He had no way to access his patient database and had no idea what he should be collecting. Desperate for help, he implemented athenaCollector to regain control of his billing data.

### SOLUTION

In addition to the new technology, the doctor sought to improve the office business processes and hence brought in ABW to assess how they could optimize collections. ABW's assessment revealed over 3,000 missing slips, large Hold Buckets, and a stressed-out staff. ABW cleaned up the missing slips and took over many of the day-to-day billing tasks that were overwhelming the staff. The billing department adopted new practices. This freed up office staff members to focus on patient care, and simultaneously improved the practice's finances.

### RESULTS & BENEFITS

- Missing slips rate decreased from 84.6% to 19.3% during clean-up
- Charge entry TAT – 33.6 days to 4.6 days
- Revenue Realization Rate (RRR) – 99.2%
- Hold Turnaround Time – 2.3 days
- Days in AR (DAR) – 27.7 days

ABW has helped more than 5,000 providers across 45 states through its mission to create more revenue, time and peace of mind for providers, staff, owners and patients.

### CLIENT

- 2-provider office
- 1,000+ patient visits per month

### ABW Value Added Services

- Clean-up project for Missing Slips
- Work Hold Buckets and Unpostables
- Ongoing support for billing in athenaCollector
- Business Process improvements

Charge entry TAT  
improved

# 85%

Revenue Realization  
Rate (RRR) at

# 92%

*“ABW has been an invaluable resource. With their help, I get the most out of athenaCollector and athenaClinicals.”*

**MD, Practice Owner**

