



Outsourcing Increased Collections by 15%

Existing 450 Bed Medicaid Treatment Facility transitioned
from in-house billing and collections to outsource
revenue cycle management

Stats

- Signed with ReliaBill October 2020, go live January 2021
- Volume 20k claims per month
- Insurance reimbursement averages \$2Million per month
- Collecting 15% more than with the in-house billing team

Company Quick Facts

- 450-bed capacity Substance Abuse Treatment Facility founded in 1960
- Renders residential and outpatient care to Men, Women, and Veterans
- 100% Medicaid
- 8 locations in Phoenix valley

Consistent Cash Flow

"I can't wait to log into our bank account to check deposits each morning. Cash flow is consistent which was not the case prior to working with Coronis."

Tammy Wilson, Chief Financial Officer

In It For The Long Haul

"We look forward to a long-term partnership to support Crossroads growth and continued support of the local community."

Coronis Health

Story

Crossroads is an Arizona Department of Health Services licensed substance abuse treatment provider with proven expertise in serving addicted men, women, and Veterans through the provision of high-quality, successful, and affordable residential and outpatient recovery programs.

Crossroads had an in-house revenue cycle team of billers, collectors, and payment posters along with utilization review representatives. Approximately 12 FTE in total. Management's frustration was lack of accountability, consistent and timely claims submissions, and payment posting. Never had the company sought a 3rd party revenue cycle partner until Coronis Health was referred to them by their EMR.

Coronis Health provided the partnership they sought with an attractive revenue share model. We are a partner who is transparent with issues, is incentivized to maximize revenue, and provides expertise in coding and claims submission. Coronis Health has depth on the bench for growth and after six months of working together continues to have weekly calls to resolve questions. Our reporting and analysis facilitate Medicaid compliance along with providing Management daily, weekly and monthly data to run the business.

This partnership has freed management to grow the business, adding a 65-bed Detox facility in Q4 rather than managing the staff that were not performing.