

# Drug & Alcohol Treatment Centers Billing Problems Can't Rattle Claim Resolutions

*- Clear and Concise Communication Solves Cash Flow Problem For The Arbor -*

## **Situation**

The Arbor is a residential drug and alcohol treatment center based in Austin, Texas that treats men and women struggling to stop the cycle of addiction. It provides unparalleled integrated services in addressing each client's unique needs related to physical, mental, familial, spiritual and emotional health. They integrate best practices and researched-based therapies and sound 12-step programming with evidenced-based medical services and health technologies in a 90-day experience created to help patients achieve and maintain sobriety while introducing them to a life and future of health and wellness.

The Arbor's mission is to facilitate a spiritual awakening one person, one family, one day at a time.

The Arbor's team has decades of experience as leaders in the field of addiction. Its core leadership team has 95 years of experience collectively in the addiction services field and understands what it takes to admit their patients have reached a point in their life where help is needed. The Arbor's team believes that addiction does not discriminate by race, profession, household income or intelligence level. It's this belief that led them to create The Arbor as a means and place to improve the quality of life for each client and those that love them.

In the United States, about 22 million people (nine percent of the population) use illegal drugs. Roughly 25 percent of the US population is addicted to tobacco products while eight percent of the US population is dependent on alcohol. Furthermore, prescription opioid medications, most notably hydrocodone (Vicodin, Lortab and others), as well as oxycodone (Oxycontin, etc.) are rising rapidly in terms of the numbers and percentage of U.S. adults who are addicted and outpacing heroin, the traditional opiate of choice, among opiate addicts. This group makes up about three to four percent of the adult U.S. population who are physiologically dependent, either for pain management or due to substance abuse and dependence.

## **Challenge**

Kimberly Allen has worked in the medical field for more than 25 years. Since 1990 she has focused primarily on the treatment of chemical dependency. She's the lead administrator at The Arbor and is responsible for the operational side of the business, including medical billing.

"Our chief challenge is on the front end, specifically with admissions and training, especially in terms of billing and what can and cannot be billed and what is and is not covered by insurance providers. This severely affects our cash flow," said Allen. "We get a lot of angry customers that don't understand why things are happening and why their insurance isn't covering certain aspects of their treatment. Usually, by the time we get these complaints it's too late."

The Arbor has 36 beds and provides a 90-day addiction program focusing on younger clients ranging from 21-40 years old. The program is for private, cash paying customers and is an out of network provider for some beds and an in-network provider for some beds.



“Most of our billing and insurance problems are the result of people that don’t understand what their insurance pays for,” said Allen. “They want to get better and think their insurance will cover their stay here and our treatment program. When they find out this isn’t the case the reaction tends to be severe and elicits a lot of anger.”

### **Solution**

The Arbor has been working with Claim Resolutions since before Allen joined The Arbor team. They began working with Claim Resolutions when a previous relationship with another provider went bad. The previous company had some internal issues and was split on best ways to handle The Arbor’s collection efforts. This caused undue confusion and The Arbor reached out to Kevin Williams, Managing Director of Claim Resolutions.

Williams founded Claim Resolutions in 2009. After years witnessing physicians and healthcare providers struggling to get paid, Kevin formed Claim Resolutions as a means to save time and money for doctors so they could focus on patient care. He is actively engaged in a concerted nationwide effort to improve the lives of doctors, their staff members, and their patients.

“The Claim Resolutions team helped us climb out of a pit,” said Allen. “They worked with us to figure out past problems and figure other critical things as well. They respond so promptly and have established their internal utilization review to the point that Jessica who heads that division for them is the best utilization review agent I’ve ever met.”

Claim Resolutions saves medical practices and residential drug and alcohol treatment centers time and money by streamlining the billing process, expediting accounts receivable, reducing denial rates and providing intuitive reporting. They professionally administer medical billing, coding, and practice management functions so that you can focus on patient care.

“The Claim Resolutions team really came in and solved two critical problems for us,” said Allen. “First, we had no billing structure or software and were handling all of our clam reviews manually. Second, we had customer service issues. Claim Resolutions was able to come in and provide us with a billing software as well as a customer service program that enabled us to respond and get back to customers in a timely manner.”

To date, Claim Resolutions has collected tens of millions of dollars for physicians, facilities and healthcare providers in behavioral health, family practice, cardiology and neurology. They have reduced claim rejection rates from over 20 percent to less than one percent, reduced reimbursement times from greater than 21 days to less than seven days and reduced physician staff phone time by more than 70 percent.

“One of Kevin’s greatest strengths is his ability to reiterate what we’ve told our clients,” said Allen. “Kevin is a straight shooter and has a real knack for communicating with an angry client to resolve issues and straighten things out where both parties are happy with the results.”

For more information about Claim Resolutions visit <http://claimresolutions.com/>.