Imagine SOFTWARE

CASE STUDY

400% Increase in Staff Output

ImagineSoftware + ConsensioHealth

Business Snapshot

Wautwatosa, WI

130+
Total Clinicians

220,000+
Patient Encounters/Yr

15
Billing Staff

Founded by
Emergency Physicians

The Client

ConsensioHealth: A Physician Owned Company
ConsensioHealth is a team of practicing physicians, experienced physician practice managers, revenue cycle management professionals, certified medical coders and auditors, billing educators, physician advocates, contracting specialists, business intelligence experts and software engineers. We strive to take a proactive, customized approach to providing management services for independent physician practice groups. We currently provide business support services for over 300,000 annual patient encounters.

The Challenge

→ *Scaling a medical billing company while maintaining efficient workflow & customer-centric philosophy.*

ConsenioHealth utilized a third-party vendor to outsource their billing, where lack of transparency and patient connection proved to be holding them back. In order to take control of their billing, ConsensioHealth knew they would need to bring billing in-house, while maintaining current staff. With this in mind, ConsenioHealth sought after automation and real-time reporting.

They discovered ImagineBilling, providing exactly what they were looking for:
- Automation technology
- Real-time analytic reports
- Robust staff training and implementation program

"We increased output of our staff by 400%. That's incredible. Imagine created that environment"

"Now we have the ability to have transparency into our cost of doing business."

The Solution

→ *Optimizing & measuring workflow with ImagineBilling.*

During implementation of ImagineBilling™, ConsensioHealth utilized ImagineSoftware's training programs and intuitive workflow to quickly and efficiently begin using the system, in its entirety. ImagineBilling™'s reporting gave ConsensioHealth an increased perspective of their clientele, better serving their needs. Providing staff members with the correct tools, ConsenioHealth exponentially increased their productivity – all without hiring additional staff and eliminating external services.

♡ *Favorite Feature* — ERS Payment Posting

ConsensioHealth utilizes ImagineBilling™'s ERS Payment Posting system to post an entire day's payments in just 30 minutes. This task, that used to be done by the third-party billing company, is now completed with one staff member in less time. This feature has not only sped up the payment posting process, but also eliminated an external expense.

The Results

→ *Speed, efficiency and massive increases in staff productivity.*

Since implementing ImagineBilling™, Consensio Health has been able to:
- Move 80-85% AR work back in-house, without adding staff
- Increase of staff productivity by 400% productivity
- Train new employees, to 85% capacity in Imagine, within one week
- Complete an entire day's payment posting in 30 minutes

> *"The commitment Imagine has to improving their product helped tune our engine."*

Interested in increasing productivity and revenue?

Let us know how ImagineBilling™ can work for your practice or billing company. Schedule a virtual call today!

> *"Imagine is giving us a way to assess the effectiveness for our clients"*
>
> *"Agility of Imagine is wonderful"*

ImagineSoftware provides everything you need to be successful

Training

Implementation Services

Tools

Resources

> *"I can get through an entire day's payment posting in 30 minutes"*
>
> *"No promises - just results."*

b *Imagine**Billing**™*

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