

Freeing the practice to focus on patient care via Greenway Revenue Services



Foot & Ankle Physicians, a two-physician podiatry practice in Clearwater, Florida, went live with Greenway Health electronic health record (EHR) and Greenway Revenue Services in August 2016. Being freed from time-consuming billing tasks has allowed the practice to chart a more strategic, patient-oriented course while increasing its financial health.

Time to practice

Practice Manager Jaye Stahl has been with Foot & Ankle Physicians for 15 years. In that time, she has seen billing procedures grow more onerous, patient responsibilities rise, and billing processes eat up more and more staff time. Partnering with Greenway Revenue Services has freed the staff from much of the rote work involved in today's complex billing processes.

"Posting the payments from insurance companies, following up on claims, or filing appeals for claims that aren't paid correctly or were denied, that's a massive amount of work for any practice," Stahl said. "It can be half your day just trying to keep up with that."

With Greenway Revenue Services handling those repetitive tasks, Stahl and the practice staff have more time for patient-centered work.

"Working with Greenway Revenue Services actually makes ours a better practice in terms of more patient involvement," she said. "We're not constantly putting out fires around all of this mundane work. We're able to pool our personnel resources to serving patients in a timelier manner, getting them authorizations, prescriptions and referrals, or answering their questions."

Key outcomes

- **28 days in A/R**
- **91% clean claims rate**
- **90% of reimbursements within 60 days**

This improved patient experience is buttressed by the practice's improved financial performance. When it comes to billing, Stahl said, "they do a much better job than we did ourselves, that's for sure. We now at 28 days in A/R, and the claims are paid much more quickly than before." The practice also enjoys a 91% clean claims rate, and 90% of claims are paid within 60 days. "It's really a clean, mean system," Stahl said. "We have no complaints there."

Dependable, reliable, and responsive

Stahl appreciates the transparency Greenway Revenue Services provides. She always feels that she's up-to-date on the practice's financial well-being. "Every Friday I speak to our client lead and claims analyst," she said. "It's a standing appointment. We go over any issues and look at the state of the business."

Stahl appreciates that Greenway Revenue Services sends out patient billing statements weekly, which means patients receive them soon after treatment, which increases likelihood of payment.



"On Thursday," she continued, "I speak with our accounts receivable specialist. She takes care of everything from the patient perspective with respect to patient billing and patient billing calls." These calls ensure that Stahl is abreast of patient concerns.

Working with Greenway Revenue Services has been a highly collaborative experience that Stahl values for its transparency. Having knowledge of and input on all significant billing-related matters gives her confidence — because she remains in control.

"They truly are an extension of our team," she said.

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***- Jaye Stahl, practice manager,
Foot & Ankle Physicians***

"They're there for us all the time. I can call and ask for a report or ask a question, and they're on it. It's nice to be able to put things on their plate and know that are diligent people handling them, so you can do more strategically work."

For more information on Greenway Revenue Services and how Greenway Health can help increase your practice revenue, call 866-242-3805 or visit [greenwayhealth.com](https://www.greenwayhealth.com).