

# A guiding hand through insurance and EHR complexities



HyOx Medical Treatment Center has the largest hyperbaric oxygen treatment centers facilities in the Atlanta area. For more than 20 years, HyOx has treated patients with non-healing wounds, skin ulcers, radiation damage, and other often serious conditions.

The unique nature of the practice results in unique billing challenges – that require innovative solutions.

“The fact that we submit both professional and facility billing adds complexity,” said Carrin Stein, administrative service supervisor. For HyOx, facility billing covers the physical treatment, while professional billing covers office visits under supervision codes.

“Each of these is billed differently,” Stein said, “and every insurance company has us bill differently as well. Each patient case is quite specific and unique.”

Having switched to Greenway Health’s Intergy EHR/practice management system, HyOx realized that the system had many options for handling billing, as well as for automating and streamlining certain functions. However, with the complexity of its billing, HyOx feared it wasn’t getting the maximum value from its investment.

“We faced a lack of expertise on how to use the Intergy system in the best way for billing purposes,” Stein said. “When it comes to our billing, there is nothing I can state that is consistent across the board. It really is case-sensitive and each case is different. We needed help on how to use Intergy to best navigate these challenges.”

“It’s really nice to have that consistent resource that not only knows insurance and billing, not only the Intergy system, but your practice as well.”

- Carrin Stein, administrative service supervisor  
HyOx Medical Treatment Center

## Access to expertise

The practice turned to Greenway Revenue Services Essentials for help. The Essentials team ensures the practice’s internal staff posts charges accurately and gets the most out of the Intergy system. They also consult on the intricacies of working with insurance companies and provide a picture of the practice’s overall financial health.

“I have weekly meetings with my principal contact to go over any issues,” Stein said, “and when I call her with a question, if she doesn’t have an answer, she’ll normally get me one within 24 hours. She sends me an end-of-month report so we can look at trends and any recurring issues.”

HyOx finds Greenway Revenue Services Essentials to be an excellent resource to help the practice understand errors or insurance claim rejections.

“Without in-depth training in all kinds of insurance, you’re pushed in the deep end with a ‘good luck.’” Stein said. “It’s really nice to have that consistent resource that not only knows insurance and billing, not only the Intergy system, but your practice as well.”

## Key outcomes



Access to insurance and billing expertise



More accurate coding



Maximized value from Intergy system

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