

CASE STUDY

Klapper & DeLuca Pulmonary Associates

Greenway® Revenue Services increased Clean Claims Rate by 14.5%



**Specializes in
Pulmonology**



**2
Providers**



**1
Location**

Pulmonary practice continues to thrive with Greenway Revenue Services

Klapper & DeLuca Pulmonary Associates, established in 1994 by Dr. Philip Klapper and his wife Elissa, has remained a trusted provider of pulmonary care in Bronx, New York. Over the years, the practice grew into a three-provider operation, adapting to meet the evolving needs of its patient population and facing challenges in a complex healthcare landscape.

The initial case study in 2023 highlighted the practice's journey with Greenway Health, starting with the adoption of the Prime Suite system in 2010 and expanding to a partnership with Greenway Revenue Services (GRS) in 2022. This partnership aimed to optimize the practice's billing operations, improve financial performance, and provide support during a key leadership transition.

Our updated case study explores the continued impact of Greenway Revenue Services (GRS) on Klapper & DeLuca, including measurable improvements in financial metrics, operational efficiency, and future plans as the practice continues to thrive under new leadership.



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Results:

Clean Claims Rate



14.5% Increase

Net Collections Rate*



28.3% Increase

121+ Aging



**Dropped to
33.22%**

* September 2022 to November 2022

A seamless transition to new leadership

After 31 years of service, Elissa and Dr. Klapper decided to retire in 2022. To ensure a smooth transition, Elissa appointed Shirley Rodriguez, who had been with the practice for two years, as the new Office Manager. Recognizing the complexities of billing operations and the need for added support, Elissa sought an industry expert to partner with Shirley and fast-track her transition into the role.

In October 2022, Klapper & DeLuca expanded its partnership with Greenway to include Greenway Revenue Services, a comprehensive solution designed to manage revenue cycle tasks and support practice operations. "We needed a dedicated team to help us deal with our problems each day," Elissa shared.

This decision was driven by the holistic integration that GRS offered with the practice's existing Prime Suite system, combining electronic health records and practice management with expert billing support. Greenway Revenue Services assists with claims processing, submission management, insurance follow-up, and payment posting—areas previously managed internally. Elissa noted, "It really is an effective way to see what is happening when everything is integrated; everything you need is right there, which is key for our operations. The integration is what sets Greenway Health apart from any other billing services."

With GRS, providers at Klapper & DeLuca gained essential insights into patient balances and payments prior to each visit. This partnership has led to a more seamless, efficient workflow that underpins the practice's long-term success.

With Greenway Revenue Services' support, Shirley was able to take on her new responsibilities with confidence. "Taking over the billing side of things was a big adjustment for me," Shirley shared. "But Greenway's team provided step-by-step guidance and made sure I felt supported throughout the process. Any time I had questions, I got answers quickly, and it gave me the confidence to handle my new responsibilities."

Greenway assigned a dedicated Revenue Cycle Manager, who worked closely with Shirley to streamline workflows, address challenges, and implement best practices. Regular bi-weekly calls to review financial reports and key performance indicators (KPIs) ensured that Shirley and the providers had clear, ongoing insights into the practice's financial health.

Shirley noted the impact of these improvements on daily operations: "The technology has reduced repetitive tasks and allowed me to focus on other priorities. It's been a game changer for our workflow and overall organization."

The right partnership for long-term success

Greenway Revenue Services continues to provide the practice with the support and insights needed to navigate complex billing processes and evolving regulations. Shirley emphasized the importance of having a reliable partner: "It's not just about the numbers. It's about knowing you have a team behind you, ready to help with anything. It's been life changing."

Looking ahead

The practice remains focused on delivering exceptional patient care and maintaining operational excellence. The ongoing partnership with Greenway Revenue Services ensures the team can confidently face future challenges while continuing to thrive.

Shirley summed up the experience: "The support we've received from Greenway has made all the difference. I would recommend them to any practice—it's worth every bit of the adjustment."



*"I feel comfortable with my Greenway Revenue Services team because they always offer to help me when it is needed. **Our Revenue Cycle Manager has been there whenever help is needed.**"*

– Shirley

Greenway Revenue Services is dedicated to collaborative partnerships focused on alleviating billing challenges and providing structure for **financial success**.

Contact us for a free consultation 