

Case Study: Curewell Care





Curewell Care: At-a-Glance
PM System: athenahealth
9 providers | 3 locations

Curewell Care serves more than 190 patients a day in the Greater Chicago area. They specialize in providing fast access to care for patients with minor illnesses and injuries and also provide general family practice services.

Challenge(s):

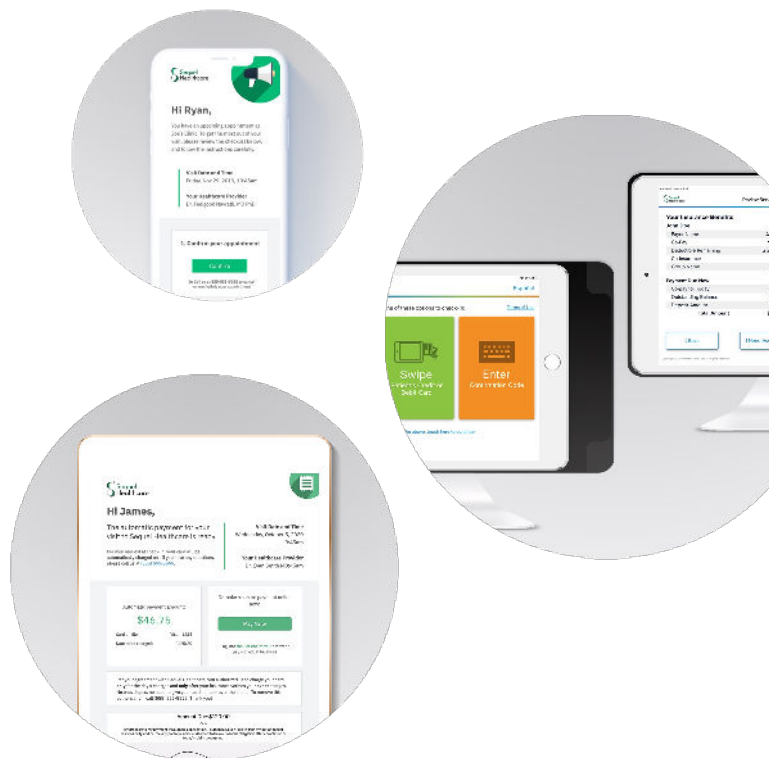
As the Covid-19 pandemic emerged, Curewell tripled the number of patients they saw each day. They needed a way to see and manage their usual patient load as well as patients seeking Covid testing and treatment. Previous methods of check-in and payment collection proved inadequate to manage the needs of their patients within the limits of their staff. Curewell is a dedicated athena user and needed a solution with a high level of athena integration.

Their top challenges with their existing system were the following:

- Limited appointment reminder options
- Limited check-in options
- Long patient wait times and no way to manage waiting room flow
- Inability to collect patient payments with high patient volume
- Collection issues due to limited staff training
- Inconsistent and ineffective collection processes

Why Curewell Chose Health iPASS

After examining the other options in the athena marketplace, Curewell chose Health iPASS because Health iPASS delivers an end-to-end solution that addresses everything from automated appointment reminders to eBills and eStatements for final payment collection. Curewell was initially attracted to the high level of integration Health iPASS offers with athena which enables discrete data writebacks & automatic payment posting. Health iPASS provides customizable workflows for each practice team including front desk, clinical staff, and billing staff.



Results:

With Health iPASS, Curewell was able to replace paper forms with digital forms that reduced the administrative burden, data entry errors, and claim denials due to incorrect patient demographic information. Because patients were able to complete patient intake and check-in prior to their appointments, wait times were drastically reduced. With Health iPASS's multiple payment touchpoints, Curewell was able to consistently collect co-pays, prior balances, and insurance post-adjudication balances. By increasing front desk and back-office efficiencies, Curewell was able to provide a vastly improved patient experience without adding additional staff.

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Health iPASS stood out from the competition in the athena marketplace by offering the truly highest level of athena integration. Through this integration, our practice has sped up patient wait times, reduced claim denials, and collected more patient dollars all without additional staff. We are very happy with the results we got with Health iPASS, especially in this tough hiring landscape.”

Mujtaba Akhter
Practice Manager | Curewell Care

52%

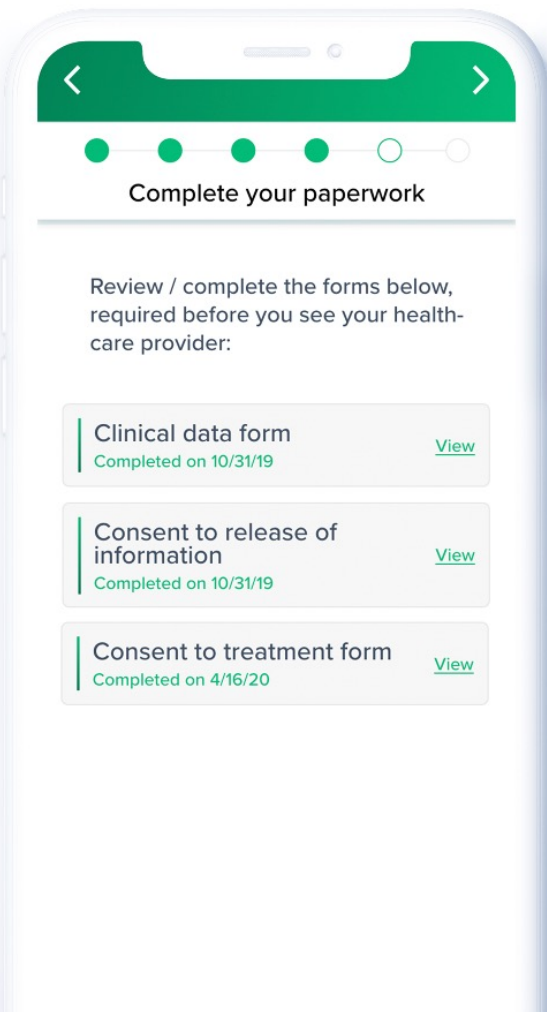
reduction in denials from correct demographic info

42%

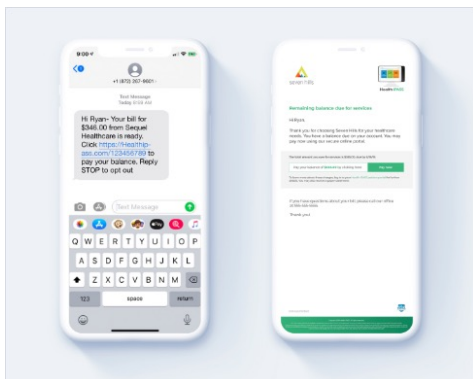
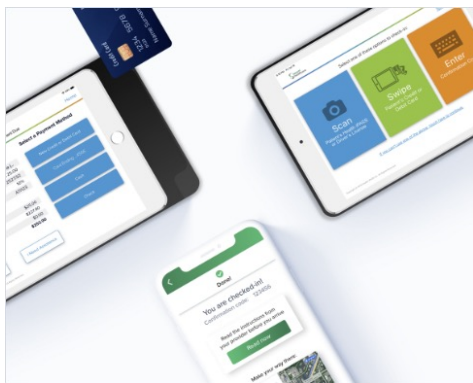
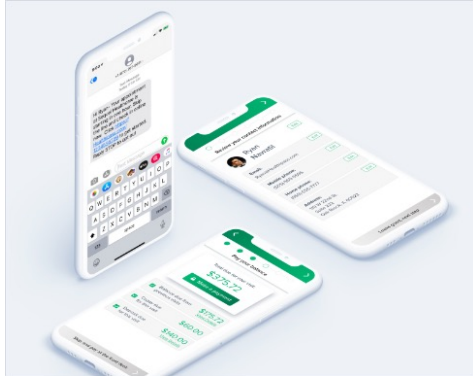
increase in patient payment collection

15 seconds

Check-in time went down from over 10 minutes to as little as 15 seconds



About Health iPASS



We get your practice paid while promoting healthcare price transparency and improving the patient experience from pre-arrival to final payment.

Health iPASS gets your practice paid. High deductible healthcare plans are making it tougher to collect from patients, resulting in a significant reduction of provider operating income. Health iPASS transforms patient bad debt into guaranteed revenue, decreasing patient A/R in way that your patients love. Our innovative product suite is designed to engage at every step of the patient journey, from pre-arrival to final payment. Throughout the process, we provide patients with peace-of-mind through price transparency so they know what they owe. Health iPASS is committed to delivering better check-ins for patients and better revenue for medical practices.

Health iPASS provides you with a state-of-the-art solution that includes:

- Smart Appointment Reminders
- Insurance Verification
- Check-In & Checkout Kiosks
- Patient Cost Estimator
- Electronic Statements
- Digital Billing including Payment Plans
- Online Bill Pay Portal
- Self-Scheduler (Book My Doc)
- Text/Email to pay
- Two-way texting (SMS)
- Patient Pre-screener

Want to know more? Schedule a demo!

www.healthipass.com | (855) 484-4727