



**Psychotherapist Serves More  
Patients, Speeds Reimbursements  
with Automated Claims Management**

# The challenge

Tedious claims management tasks taking time from patients

Joan Fox has been in practice as a clinical social worker and psychotherapist for 20 years. With about 25 patients per week, Fox juggles many tasks in her one-provider practice, from scheduling and office administration to claims management. She currently processes about 15 claims per week.

Single-provider practices often run into similar issues. The provider is not only a healthcare practitioner, but also head of the billing department and claims management, as well. While healthcare professionals often wear multiple hats, this can have disastrous results for time and efficiency. Suddenly, a therapist finds herself spending hours each week manually entering claims, cutting into the time she has available for her patients.



To accommodate her schedule and serve her patients, Fox needed a reliable revenue cycle management partner and a platform that could free up her time so she could better serve her patients while maintaining a healthy work-life balance.

**“I was doing all of my claims submissions by hand. My practice was growing from part time to full time, and I needed to free up more time for my patients.”**

# The solution

An automated approach to claims management

At about 15 claims per week, Fox's claims volume may not be enough to justify hiring billing and claims management staff, but it was enough to bury her in manual claims submissions. Instead of spending valuable time submitting one claim after another and reworking inaccurate claims herself, Fox turned to ABILITY to automate her claims processes and revenue cycle management workflows.

**“The best thing about ABILITY,” Fox says, “I can submit all of my claims for all of my payers in one place. It’s the first automated system I used. Before, I was writing out all of the claims and submitting the forms by hand.” As a result, the therapist had a frustratingly high rate of denials and reworked claims.**



Since implementing ABILITY's claims management software, Fox has enjoyed the benefits of automation and batch claims submissions.

**“With ABILITY, I only have to get it right once. Then, everything is done for me, and I know it’ll be accurate every time.”**

# The results

Consistent reimbursements and more time for patients



In the five years that Fox has been using ABILITY CHOICE All-Payer Claims, she has grown her practice from part time to a full case load. She knows that she can trust her claims to be accurate every time, and that she can expect reliable reimbursements on a much faster timeline than when she was manually entering claims herself.

**“With ABILITY, I know I can expect to be paid consistently and quickly,” Fox said, “I know that the claims are correct and accurate, and the platform just works really well and really quickly. Whenever I have delays, it’s almost always because of something on the payer’s end.”**



## AT A GLANCE

**Business name:** Joan P. Fox, MA, LCSWR

**Location:** Northern Westchester County, New York

**Services:** Psychotherapy, clinical social work

**Success with ABILITY:** Streamlined claims management with  
ABILITY CHOICE All-Payer Claims