



Working Smarter: How A Billing Consultant Simplified Her Behavioral Health Claims





Regina Burnham works exclusively with behavioral health providers and describes her role as “behind the scenes.” The truth is, her job is essential to allowing practices to focus on clients instead of claims.

Burnham handles the billing and account management for multiple providers. When her consultancy began, billing involved paper claims and manual processes. As electronic claims started to grow in popularity, a little research led her to ABILITY’s electronic claims management application.

“I spoke to the most wonderful woman in sales,” Burnham recalled. **“We set up the account and I never looked back.”**

That was more than 10 years ago.

A strong, evolving partnership

As her consultancy and list of providers matured and grew, so too did the capabilities of the application.

“I stayed with it because of the ease of submitting the claims,” she said. “What I appreciate is when I go in to complete a claim, it’s so easy to change the date, change a diagnosis. I have that whole template in front of me instead of having to recreate a new claim.”

Simplifying complex claims

Another major advantage of using an all-payer application is that it includes access to complex payers like Medicare. “ABILITY takes the pain out of getting [Medicare] claims set up so they can be submitted efficiently. And they’re clean claims when they go out,” Burnham said.

“The paperwork that’s involved and the approvals – that has become much more streamlined and a much quicker turnaround than it used to be.”

ABILITY CHOICE All-Payer Claims doesn’t just make claims management smoother and easier – it helps ensure accuracy as well. Burnham explained how helpful it is to get alerts for incorrect data before the claim makes it out the door. Not only does the application flag the error, but it also sends a message explaining what is incorrect.



Burnham explained that ABILITY has always served her well and she’s never wavered in her decision to use the claims management application she set up more than a decade ago, saying quite simply: “It allows me to get claims out effortlessly.”

For the busy providers who depend on her, nothing could be more important.

AT A GLANCE

Customer: Regina Burnham, Behavioral Health

Insurance and Administrative Consultant

Services: Billing and account management

Location: New London, Connecticut

Success with ABILITY:
**10 years of efficient and
reliable claims management**