



The Story

Dr. David Bronat has practiced chiropractic medicine since the early 1980's. Today he runs his own practice in the Washington, DC area and oversees all aspects of his business, including revenue cycle management. Running at full capacity, his office saw 120-130 patients per week.



The Challenge

Dr. Bronat's office uses practice management software that contracted with another clearinghouse vendor. Dr. Bronat felt this vendor failed to manage his clearinghouse needs. "They had poor service, weren't knowledgeable and gave me the runaround," he said. "We did not get clear explanations on claim errors and denials." This created extra work for his office staff who had to spend valuable time researching their own claim errors and denials.



The Solution – eSolutions Clearinghouse Service

Poor customer satisfaction eventually led Dr. Bronat's practice management software vendor to switch clearinghouse partners. They chose eSolutions' ClaimRemedi to provide clearinghouse services to clients.



The Result

"Right away I saw an impact," said Dr. Bronat about switching to ClaimRemedi. "I like ClaimRemedi's usability, including the powerful scrubbing features that clearly show any claim errors and allow for on-the-spot edits," he added. The practice has enjoyed identifiable increases in reimbursement rates and is receiving more accurate payment.

"I like the fact that I can see that the system has processed the claim. I can see the EOB right in the ClaimRemedi site rather than waiting two weeks," he said.

Dr. Bronat added that he's extremely happy with ClaimRemedi's professional, excellent customer service and clarity. "My practice is light years ahead of where it was, and I'm discovering even more features as I use ClaimRemedi," he said. "I'm satisfied and would highly recommend this product."



Key Facts

99%

clean claim rate

LESS THAN 2%

claim denial rate



Testimonial

"Right away I saw an impact. I like ClaimRemedi's usability, including the powerful scrubbing features that clearly show any claim errors and allow for on-the-spot edits."

Dr. David Bronat
Owner
Bronat Chiropractic

**Find which solution is
right for you!**