

 **The Story**

Hope Family Care, established in 2010, is a three-provider family practice serving about 250 patients each week in Globe, Arizona. When the practice opened, it outsourced its billing functions to a third-party vendor.

 **The Challenge**

Hope Family Care began having organizational difficulties working with its billing vendor. Office Manager Leslie Felix said the Hope Family Care team was frustrated, as the outsourced vendor paid little attention to their accounts. The practice experienced lower than expected reimbursement and lacked the ability to dive into the causes.

 **The Solution – eSolutions Clearinghouse Service**

In 2015, the practice decided it was time to gain control over their own billing by bringing it back in house, which meant using a medical billing clearinghouse to submit claims to insurance. Hope Family Care uses eClinicalWorks EHR and practice management system, which offers its customers a choice of four preferred clearinghouse partners, including eSolutions' clearinghouse service, ClaimRemedi. "We chose ClaimRemedi based on the friendly customer service and sales approach," Leslie said. "We felt it was important to work with a company that was easily approachable when we had issues and was quick to respond to our concerns and needs."

 **The Result**

The Hope Family Care team has enjoyed the many benefits of eSolutions' ClaimRemedi, including its easy integration with their EHR software, eligibility verification, scrubbing features and patient statements. "The solutions have been easy to work with," said Leslie. "Now we have a good billing and workflow system in place." She also likes the dashboard, which allows her to view her top denials and evaluate the denial reasons. Since implementing ClaimRemedi, they've had a significant improvement in reimbursement rates, which are now high. The practice is enjoying a 0-1 percent claim rejection rate and on average, less than a 3 percent denial rate. "I have personally worked with many clearinghouses over the 30 years I've been in this industry and have found the reporting services and customer service provided by eSolutions outstanding compared to the others," Leslie said.

 **Key Facts**

**99%**  
clean claim rate

**LESS THAN 3%**  
claim denial rate

**95%**  
claims paid within  
90 days

 **Testimonial**

"I have personally worked with many clearinghouses over the 30 years I've been in this industry and have found the reporting services and customer service provided by eSolutions outstanding compared to the others."

Leslie Felix  
Office Manager  
Hope Family Care