

AZZLY® Success Story

Miami Valley Recovery's Journey to Successful Medicaid Billing

Bill Chrisovergis, Owner/President

Miami Valley Recovery – Dayton, Ohio



About the Organization:

1 Location

5 Providers

Services Offered: Outpatient Program,
Medication Assisted Treatment

Bill Chrisovergis started Miami Valley Recovery in 2017, largely as a mission statement at this point in his life. Bill had worked for years in the medical field and called upon customers in Addiction Treatment. He'd seen families trying to support a loved one and observed the difficult challenges associated with Addiction. Then, he and his family experienced the impact of addiction.

Those years had their impact and created a desire for Bill to become a counselor. He didn't know at the time that it would further spark the courage to start his own company in the Dayton, Ohio area.

"It was a big risk, but it's about taking nothing to something...helping people get their lives back." Bill pauses, "Sometimes, it's about getting your kid back..."

Miami Valley Recovery is a unique organization. "We are maybe a little different, but I really believe in what we are doing and how we do it," shared Bill. "We believe in using the full options in addiction recovery. We understand that medication treatment has its place, but behavior change, and abstinence programs are also necessary for full recovery."

Miami Valley Recovery is 100% outpatient, which is the most difficult Addiction Treatment program to manage and generate success metrics. Generally, Addiction Recovery businesses favor the inpatient center model, because it is easier to control outcomes. But those programs struggle with long-term, sustained success in a patient's life. Inpatient facilities cannot address old patterns, friendship circles and personal behaviors.

September 2019:
Miami Valley Recovery
signed up with AZZLY®

December 2019:
Miami Valley Recovery
conversion completed

“Whether it’s a son, daughter, mother, father or sibling, Miami Valley Recovery has outpatient services that focus on the specific addiction issues of the person.” Bill offers passionately, “We talk a lot about what’s your purpose...why are you here...it’s not just about receiving medication and getting better. It’s about setting a new path in life and making a commitment.”

Bill passionately believes asking hard questions is essential. “You often find out these people have dreams and passions. It takes commitment to make the changes that are most difficult.” He readily acknowledges that you can’t get a person to that point, sometimes, without offering Medication Assisted Treatment.

Prior to bringing billing in-house, Bill had selected a management services company to manage his revenue cycle. “To be truthful, I didn’t spend enough time on the decision, and I didn’t know what I had selected,” he says. Bill quickly found his receivables stacking up. Most Miami Valley Recovery patients are covered by Medicaid, and the systems to meet those requirements are very specialized.

“I didn’t know what was wrong, but what we were doing wasn’t working...we had to get paid to stay in business,” says Bill.

With some frustration, Bill shared that he didn’t become a counselor to learn how to bill claims, but he soon realized that he had to focus on the business side and cashflow. His business was struggling, because claims were not being paid when submitted through his outside billing company.

“Medication Assisted Treatment or MAT is the new buzz word in this business...,” Bill explained. The service requires significant levels of documentation and there are complexities in creating an accurate claim. For Miami Valley Recovery, it’s a critical and expensive component in moving from addiction to abstinence for most patients.

The State of Ohio has encouraged the use of MAT programs in its efforts to address an ever-increasing problem with addiction among its citizens. Although reimbursement rates are modest, the payment is critical to making the program available to patients.

“AZZLY became the answer for us...,” says Bill. “I met Derek, SVP of Sales with AZZLY, and he convinced me I was making the right decision. Then came Joyce and her support team. Incredible! They got us up on the software quickly, and we began billing.”

98% = the average first-time pass rate for AZZLY® Rize™ billers

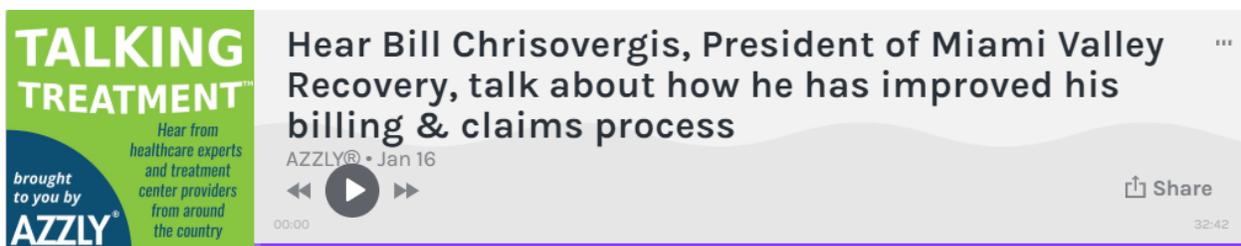
After months of struggling to get a claim accepted through Medicaid, using an all in one EHR and billing system, Bill submitted clean claims that were paid within days of training. He submitted 259 claims for his staff in their first month, with payment typically received in no more than 30 days. Joyce

Wagner, AZZLY’s COO and Director of RCM Services, said, “AZZLY trains billers using simplified billing Tip Sheets depending on the services they provide. I was able to train Miami Valley to create and submit a claim in less than 30 seconds. Now Bill is in control of his business.”

“There has never been a time for which the availability of Addiction Treatment is as critical as it is today,” says Coletta Dorado, CEO, AZZLY, Inc., based in the Orlando, FL Metro Area. “AZZLY intends to advance Addiction Treatment services through the implementation of high quality, predictable, SAAS business software available at the point-of-care for an inpatient or ambulatory service model to the back-end claims and payment systems.”

Listen to Bill share his journey on [Talking Treatment™](#).

Check out how AZZLY® Rize™ can help you at www.azzly.com.



TALKING TREATMENT™
Hear from healthcare experts and treatment center providers from around the country
brought to you by **AZZLY**

Hear Bill Chrisovergis, President of Miami Valley Recovery, talk about how he has improved his billing & claims process

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