SUCCESS STORY

Collectly & Pyramid Healthcare

About Pyramid Healthcare

Serving over 56,000 unique clients at +80 locations across 8 states in the past 12 months, Pyramid Healthcare offers a treatment continuum, including comprehensive behavioral healthcare specialties such as substance abuse, mental health, autism, and eating disorder treatment.

01. The Challenge

Pyramid Healthcare was grappling with outdated billing systems that led to high levels of client & patient complaints and a significant backlog in payments.

The existing process was cumbersome, with critical data often inaccurate or lost, resulting in a poor client financial experience and damaging the organization's reputation.

Pyramid Healthcare found itself caught in a cycle of complaints and inefficiencies, unable to effectively manage its billing and payments processes.

→ Client & Patient Dissatisfaction

The billing system caused numerous client complaints due to unclear billing statements and slow response times to inquiries, negatively affecting reviews and client feedback.

→ Low Client & Patient Payments

Pyramid Healthcare struggled with low client & patient payment collection rates, impacting cash flow and financial stability.

→ Manual Processes & Operational Inefficiences

Outdated billing processes required excessive staff time to send out bills and record payments. This inefficiency was compounded by a high volume of patient support calls due to inaccurate billing information and erroneous addresses for mailing paper statements.

> "A superior client experience has enhanced our bottom line, and enabled us to build stronger relationships with those we help."
>
> - Vice President, Revenue Cycle & Contract Management @ Pyramid Healthcare

+75%
Increase in timely patient & client payments

<16 hrs
Staff time to go live

80+
Locations operating across 8 states

3,600+
Employees with over 1,000 providers

01. The Challenge (continued)

The lack of a streamlined collections/payments process meant that unpaid claims accumulated over time, leading to unpredictable cash flow. The reliance on processing data through batch files then mailing paper statements created further inefficiencies. The absence of automated tracking made it challenging to discern whether clients received and opened their statements, often leading to disputes that escalated.

02. The Solution

Collectly was implemented to modernize Pyramid Healthcare's billing process and client & patient financial experience.

This involved shifting to modern digital billing, enabling staff with technology, and improving communication pathways for immediate client interaction. Collectly's platform facilitated more accurate billing and enabled faster response times to client inquiries, enhancing overall transparency.

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03. The Result

The integration of Collectly into Pyramid Healthcare's EHR system led to significant improvements in client & patient payments, financial engagement, and overall financial health.

With reduced administrative burdens, staff could shift their focus from billing issues to enhancing client care and expanding services.

→ +75% Increase in Timely Client & Patient Payments

Pyramid Healthcare observed a 75% increase in client and patient payments within the first two months post-implementation. This boost was attributed to the immediate and transparent nature of Collectly's digital billing system and the ability to create custom billing cadences for various types of patient populations.

Utilizing multiple outreach channels and frequencies based on the type of client or patient ensured timely payments and improved responsiveness by tailoring communication to meet the specific needs of different patient groups.

→ Increased Operational Efficiency

The transition to modern billing processes significantly reduced staff time required to send out bills and record payments, as well as the time spent addressing patient support calls.

By digitizing the billing system, Pyramid Healthcare eliminated the inefficiencies associated with paper statements, such as incorrect addresses and delayed deliveries. The real-time tracking capabilities of Collectly also decreased the volume of patient support calls, as clients had immediate access to accurate billing information and could resolve issues more quickly and independently.

→ Enhanced Client Satisfaction

Collectly's platform decreased client complaints by providing clearer billing statements and swift responses to billing inquiries, directly leading to better reviews and client feedback. The system allowed Pyramid Healthcare to handle disputes efficiently through its chat feature, enabling clients to quickly address and resolve billing discrepancies.

This improvement in communication not only enhanced client satisfaction but also strengthened Pyramid Healthcare's reputation, as evidenced by the significant drop in escalated complaints.

About Collectly

Collectly is a leading healthcare technology software-as-a-service (SaaS) company specializing in patient billing and engagement solutions.

By leveraging advanced technology and data analytics, Collectly enhances the financial experience for patients and healthcare providers alike. The innovative platform streamlines the billing process, improves communication, and increases patient satisfaction and payment rates.

By integrating proprietary interfaces with select EHRs and PMs, Collectly delivers a 75-300% average increase in patient payments and reduces the average days to collect an outstanding balance to just 12.6 days.

Founded with a mission to elevate the patient financial experience, Collectly is dedicated to setting high standards in healthcare revenue cycle management. Used by over 3,000 facilities, Collectly continues to drive innovation and deliver impactful results for healthcare organizations across the United States.

For more information, visit www.collectly.co.