



Coronis Health has become a valued partner in our billing operation. We only started our partnership in February, barely 3 weeks before the COVID emergency was declared. We had a couple of minor hiccups related to COVID, but nothing that was within either Coronis Health or our control. With the state of emergency, we directed all of our administrative personnel to work remotely. We were forced, really, to develop systems and processes for remote supervision, communication, motivation, and direction of our staff. By developing those internal processes, the work we do with Coronis Health is now seamless. They fit right into our new overall workflow with no disruption.

We initially reached out to Coronis Health to supplement our in-house billing staff because qualified medical billing and collection staff in our semi-rural area are in great demand. We cannot always compete with the compensation demanded by experienced staff, so we usually hire someone new to the industry, train them, and then lose them to one of the big hospitals or group practices in Asheville. As a result, our billing staff is perpetually undertrained, and our AR over 90 days had begun to grow like mold in these damp mountains.

Coronis Health offers experienced, often more qualified, professional staff at affordable rates. Additionally, they guarantee a minimum level of productivity and are very focused on our ROI and the quality of their work. Within 4 months or so, they helped us reduce our over 90 commercial insurance AR from \$2 million to less than \$400K, and cleared a denials backlog that was just over a year old. We've increased our commercial insurance collections dollars by more than 28% since partnering with Coronis Health.

Their weekly meetings are fast and productive. Their training methods are very effective. And most impressive to us is the fact that their staff will do exactly what you ask them to do without questioning or editorializing or complaining about it.

FQHC
Hendersonville, NC