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CASE STUDY

Pair Tree Autism Services'
Transformation with Raven Health's 360
Managed Billing Service

OBJECTIVE

Mere months after its founding in July of 2023, new ABA therapy clinic Pair Tree Autism Services quickly established itself as a leader in client-focused care in the state of Indiana. However, as is seen with many ABA startups, the administrative burden of managing a growing practice became a challenging hurdle for the startup. Pair Tree's owner, Shalan Baker, BCBA, faced the daily grind of overwhelming paperwork, disjointed billing processes, and delayed revenue cycles that distracted her team's focus away from client care.

SOLUTION

To address these challenges, Pair Tree partnered with Raven Health to adopt its comprehensive Raven 360 Managed Billing Service. Raven 360 allowed Pair Tree's staff to schedule and run ABA therapy sessions on Raven's industry-leading data collection platform. Further, via the Raven 360 zero-touch, integrated billing interface, Pair Tree was able to benefit from having reimbursement claims automatically created, modified, and processed with Raven's network of expert ABA billing specialists. Partnering with Raven Health allowed Pair Tree to fundamentally restructure its revenue management approach.

100%
VALIDATION

"RAVEN MANAGES MY BILLING, AND I AM FREE TO FOCUS ON CLIENT GROWTH AND LEARNING!"

PAYMENT WITHIN **2 DAYS**

Partnering with Raven Health allowed Pair Tree to fundamentally restructure its revenue management approach. "Before Raven, billing was a challenge for us," recounts Baker. "Payer enrollment was a big pain, but so were payer-specific requests that just added barriers to us getting reimbursed for services. However, with Raven's all-in-one platform, we streamlined our entire billing process, letting us not only capture our service reimbursements but also recapture hours of our time."

With Raven Health, Pair Tree enjoyed a seamless and worry-free experience onboarding their billing operations. Some notable gains included:

BENEFITS

Enrollment and Eligibility

Comprehensive onboarding procedures were implemented to validate each Pair Tree client's insurance eligibility, streamlining the payment process by ensuring services were accurately aligned with payer requirements from the start.

Revenue Capture

Due to Raven 360's comprehensive business rule engine, Pair Tree could see claim acceptance rates for clearinghouses and payers at close to 100% validation and acknowledgment. Within 24 hours of claims being sent, they were adjudicated in payers' systems.

Accelerated Payments

Once enrolled and approved for electronic remittance, claim payments were wired to Pair Tree's bank and the payments automatically posted to the claims within two days of final adjudication.

Insightful Reporting

With Raven 360's extensive monthly reporting, Pair Tree received deep insights into payer behaviors, acceptance rates, and remittance advice, facilitating informed decision-making.

RESULTS & ACHIEVEMENTS

Beyond the improved revenue cycle metrics, Pair Tree pointed to the Raven platform's integration capabilities as a driving force behind reducing administrative complexities. "It is more than just a data collection platform," Baker added. "Data collection is easy to use for the staff as well as uploading data right into the session notes. I can schedule the RBTs and their supervision with a click of a button, allowing a user-friendly platform to ensure the RBTs are getting enough supervision weekly. But now without any further action, I can see which claims have been filed and which has been paid out. Raven manages my billing, and I am free to focus on client growth and learning!"

As Pair Tree looks to the future, Shalan Baker is optimistic. " Raven Health has been a pivotal partner in getting my business up and running," she reflects. " The billing portion is an amazing part of the experience. Billing is a daunting task when being a BCBA and owner, but Raven has made it easy."