

The Credentialing Crisis: How Coronis Saved Eagle Overlook's Revenue

This case study explores how Coronis Health successfully recovered lost revenue and regained the trust of Eagle Overlook, an adolescent treatment facility.

The Problem:

- **No Insurance Revenue:** They weren't receiving any insurance reimbursements despite operating for a year.
- **Incomplete Credentialing:** Both facility and provider credentials were not properly established with insurance companies.

The Solution:

- **Fast Track to Revenue:** Resolved credentialing issues, enabling insurance reimbursements.
- **\$1 Million Recovered:** Collected significant lost revenue within 8 months.
- **Positive Experience:** Earned client trust through strong performance.
- **Winning Return:** Client returned for Coronis' proven track record and transparency.

The Results:

- **\$1M Recovered in 8 Months:** Resolved credentialing issues and recovered a substantial amount of lost insurance revenue from out-of-network patients.
- **Maximized Facility Capacity:** Effective billing secured consistent revenue, enabling Eagle Overlook to operate at its full capacity of 20 patients.
- **Improved Cash Flow:** Streamlined billing processes, leading to a noticeable increase in monthly cash flow.
- **Financial Stability Achieved:** Helped Eagle Overlook regain financial health and establish a sustainable revenue stream.



Key Takeaways:

- **Comprehensive Credentialing:** Ensuring proper credentialing is crucial for receiving insurance reimbursements and avoiding revenue loss.
- **Expertise in Revenue Cycle Management:** Partnering with an RCM provider experienced in addressing complex billing challenges.
- **Building Relationships:** Transparency and clear communication are key to building strong client relationships that can withstand change.
- **Adaptability:** Evolving alongside clients' needs can secure long-term partnerships.

"What sets you apart is your customer service. We feel like you are part of our facility and not a third party."

Patricia Hamilton
Chief Executive Officer