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*Kipp Dye, MSPT
Owner, OrthoSportsMED*

OrthoSportsMED Partners with Clinicient for Success

Kipp Dye opened the first OrthoSportsMED clinic in September 2003. “We partnered with Clinicient from the beginning,” said Kipp. “It’s been a good journey. From the initial implementation through our day-to-day operations, the Clinicient support team has been there to help us make the most of their software and services.”

At their three clinic locations, OrthoSportsMED provides physical therapy to amateur and professional athletes with an emphasis on fitness, education and prevention. OrthoSportsMED’s specialty is hands-on sports massage therapy, specifically designed to meet the needs of their patients.

Kipp’s goal is to keep his clinics’ operating costs low, while increasing their revenue. “I chose Clinicient because they are the only company that provides EMR software with integrated billing services,” said Kipp. “Now, I spend my time treating patients and building relationships with my referring physicians. I don’t have to deal with administrative problems because Clinicient is my back office partner.”

Integrated Billing Services

Clinicient Billing Services has the expertise and dedication required to handle the needs of OrthoSportsMED, providing all of the services that you’d expect from a billing service, including electronic claim submission, clearinghouse management, electronic payment advice posting and payer follow-up.

“We depend on Clinicient Billing Services to ensure that our claims are accepted,” said Kipp. “They have expertise gained from working with payers throughout the country, submitting thousands of claims every week.”

Clinicient Billing Services customers also get free access to Clinicient’s integrated EMR and practice management software, Clinicient Insight™. Since Clinicient’s billing service is integrated with the clinic’s software, there is a seamless flow of data between OrthoSportsMED and Clinicient Billing Services.

“I used another billing service, earlier in my career, and it was a horror show,” said Kipp. “I spent a lot of time trying to correlate the information they gave me with our in-house chart sheets. I knew we lost money from under-billing, but I couldn’t tell how much because of the lack of inte-

gration between our in-house charts and that service's system. "Clinicient is different," Kipp added. "Since our data is automatically integrated with Clinicient's billing system, we stay up to date on a real-time basis. We know exactly where our billing stands at any time."

Another feature that Kipp appreciates is Clinicient Insight's automatic aggregation of billing units. "We work with a wide variety of payers who have different billing requirements and who change their rules constantly. Clinicient Billing Services keeps track of these changes, and modifies our billing rules to keep us in compliance, said Kipp. "As a therapist, I simply fill out my charge ticket. Clinicient Insight automatically aggregates my billing units, and then the Clinicient Billing Services team ensures that the claim is submitted correctly, following up directly with the payer if issues arise. Our reimbursement process is quick and reliable."

Clinicient Insight includes tools for patient registration, scheduling, clinical documentation, procedure code aggregation, billing, financial management and business analysis. Since Insight is completely integrated, everyone in the clinic works in the same system. There is no need to re-enter data, no waiting for one system to send data to another and no mistakes made from mismatched data.

"My team appreciates having the information they need, when they need it. They also like how they can share information with one another, about copay and co-insurance amounts, or specific patient requirements. Information is entered at point of care, so by the time the patient leaves the clinic, we're ready to bill," said Kipp. "We bill as we treat, so our reimbursement is fast."



Clinicient delivers the only solution for out-patient rehabilitation clinics that combines intuitive web-based software, a payer knowledge base and rules engine, and software-enabling billing services.

Eliminating the Hidden Costs of In-House Billing

Hidden costs like IT management, documentation management and real estate space can directly impact the profitability of a business, especially when billing for multiple clinics. "We'll bill out over two million dollars worth of services this year. That's a lot of paper. I'd much rather spend the money on treatment rooms than a place to do billing! By partnering with Clinicient Billing Services, I get their expertise without the overhead of an in-house billing staff.

"Managing Information Technology in a HIPAA-compliant manner is difficult and expensive," continued Kipp. "We have to do extensive securing of our networks and data. Clinicient Billing Services manages their data to meet the requirements of HIPAA compliance. We know our data is safe, and we don't have to pay extra to keep it that way."

"I think our success is based on focusing our energies on what we do best," said Kipp. "Clinicient is the partner that I can trust to take care of my administrative needs."

OrthoSportsMED grows with Clinicient's Software as a Service

Since OrthoSportsMED clinics are located throughout the city of Boston, Kipp needed a system that worked with him, regardless of his location. "An Internet-based system is ideal for us, because we need to manage three locations at once," said Kipp. "It's easy to log on at home, or in one of the offices, and make decisions about any or all of the facilities. Physical Therapists need a business structure that's easily scalable. With Clinicient, we're able to grow while keeping our administrative burdens in check."

"In the past year, we've grown from one clinic to three clinics. There's no way that we'd be this successful without Clinicient software and services. As we grow and change, I know that we have a back office partner that can support us, regardless of our size."

About Clinicient

Clinicient is focused exclusively on the success of outpatient rehabilitation businesses. With our unique software-enabled Revenue Cycle Management service, owners and managers will see increased cash flow and revenue per therapist. Clinicient combines web-based clinical and billing management software, a constantly expanding knowledge base and rules engine, and expert-level billing services to deliver unprecedented improvement, visibility, and control of your business.

For More Information

For Information about Clinicient products and services, visit us online at www.Clinicient.com, call us at 503-525-0275 ext. 1, or send us an email at sales@Clinicient.com.

Clinicient: Rewarding Great Care

