

## CASE STUDY

# Reclaiming Time to Optimize Billing & Focus on Practice Growth

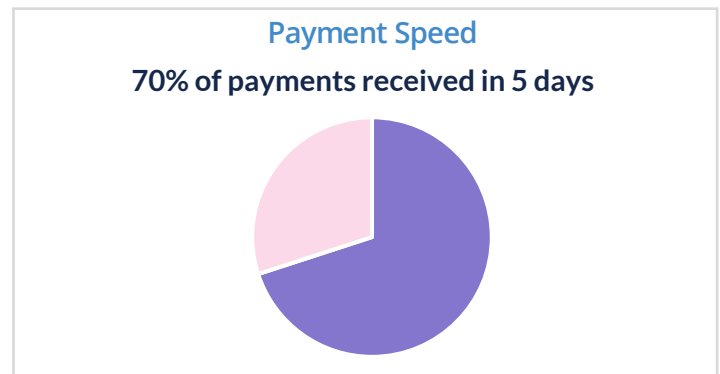
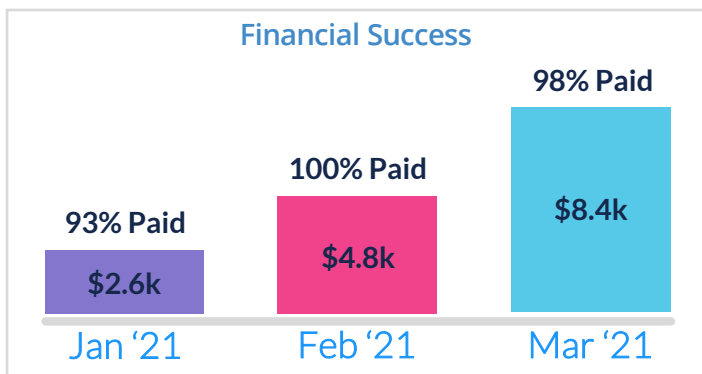
[Mindset Counseling Group](#): Counseling and Mental Health Services, Fremont & San Jose, CA

**About:** Mindset Counseling Group is a 14-year-old behavioral health practice with 12 providers. They provide counseling services for children, adults, and couples.

**Challenge:** Manual, Excel-driven approach to tracking and following-up with patients was time consuming, confusion-prone, and hard to improve. Challenges around patient payments had potential to interfere with the provider-patient relationship, and payment options were inconvenient.

**Solution:** MCSquared Health enabled Mindset Counseling Group to generate statements quickly, track payments in real-time, and generate reports on demand. The 1-click bill reminder function drastically simplified billing follow-up work.

**Impact:** MCSquared Health improved Mindset Counseling Group's patient payments by over 30% and allowed them to increase their service volume by over 25%.



*"MCSquared Health really helped us organize our finances and streamline our billing system. My team found it easy to use, as have our patients. Consequently, our collection rate has increased to 100%." -Simi Markar, Owner*