

Automating the Healthcare Billing Process

[Valcourt Behavioral Health](#) is a leading provider of mental health treatment programs in Florida. The group brings together some of the best experts in managing mental health conditions and behavioral problems in children and adults. The first center opened its doors in early 2009, quickly becoming a reference for psychological services and psychometric evaluations. Growth brought a few challenges; the billing team was overwhelmed with managing all claims, and this is how we helped them build a custom solution for their needs. By streamlining and automating internal processes, **they save over 10 hours of labor per week.**

Valcourt helps families overcome tough situations before they become burdens for patients. Whether it be managing loss or trauma, depression or anxiety, offering therapy for couples and children, or aiding in the development of social skills, their work is about making a difference in their patients' lives.

Valcourt Behavioral Health's struggle was surrounding their billing process. All their data and information being processed daily was laid out on Excel spreadsheets or Google Sheets. This posed two crucial problems:

Security risks with shared spreadsheets

Spreadsheets infamously lack security. They are definitely not a safe way of storing client/patient information, some of which can be highly sensitive, like social security numbers for example, or other health-related data. **Security becomes an issue especially when spreadsheets are shared with multiple users with edit access.**

Valcourt's spreadsheets contained sensitive data related to their patients' health, as well as all their billing information (payment, copayment, and amount billed)... So something had to be done.

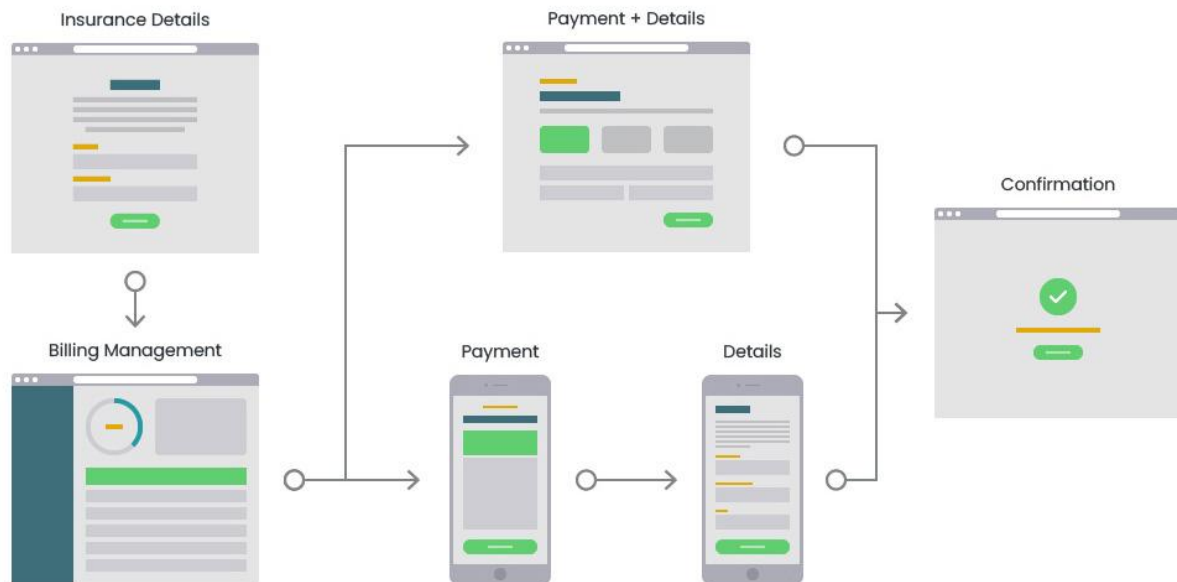
Undefined user roles

Everyone across the team over at Valcourt had the same level of access to information. That means that there was no distinction between different members of staff regarding what information they had access to. This allowed anyone and everyone to change any piece of data or information within the organization.

Because of the fact that there were no key users or hierarchy within the data processing system, **anyone who made the slightest mistake while handling information could have a damaging impact on billing, prices, and other procedures.** This ended up risking patients being charged incorrectly, for example.

The [LowCode Agency](#) solution: automation

Mapping out processes to understand them better



The first thing we did to help Valcourt Behavioral Health with their billing process problem here at [LowCode Agency](#) was map out the processes. **We needed to understand exactly what the current process was and how we could streamline it.** The main steps of the process we figured out were:

1. The patient arrives at the clinic and is provided the service.
2. The patient gives the clinic their insurance company information and details.
3. The billing department has to send each of the patient's claims to the appropriate insurance company, as well as manage co-payment information.
4. Claims are closed once they have been paid by the insurance company.

Confirming processes and defining automation needs

Once we had figured out the processes, we had a phone call with the team over at Valcourt to confirm or redefine the mapped-out process as needed.

This allowed us to start defining Valcourt's needs for automation, and where we could find opportunities to optimize processes as best as we could. We strive to find the most efficient and powerful solutions, so we love this step - we spent time figuring out how we could make things significantly easier for the Valcourt team.

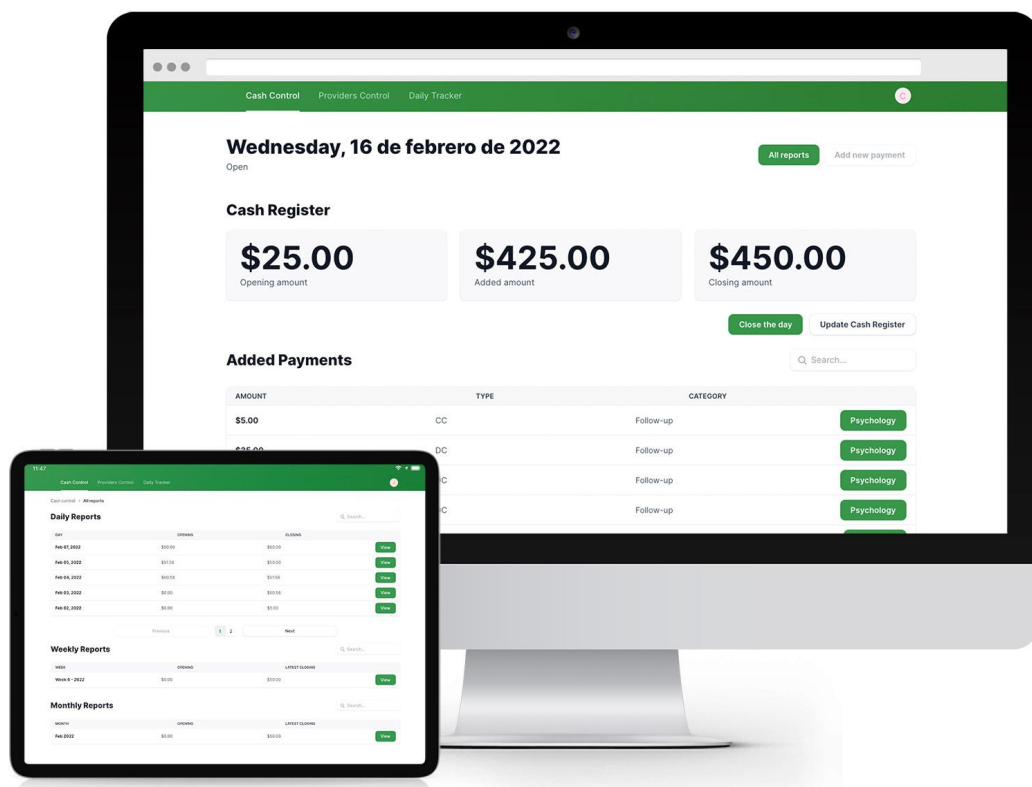
When discussing the end-to-end process, we identified some daily and manual tasks that could be automated with software.

Automating the billing process and building a system

Once everything was planned out, we were able to start automating. The first thing to do was to automate the most simple steps like extracting the data from Valcourt's CRM every night, and gathering the billing information of yesterday's patients within a centralized system. We then started building the actual system for Valcourt Behavioral Health.

Managing the app, day after day

Every day, the front desk team at Valcourt logs in to the app to get acquainted with yesterday's visits. They can filter according to many different criteria and attributes, like the patient's name, date of birth, etc. This allows them to quickly and efficiently add information regarding the insurance claim to each patient's file. The information is then sent over to the billing team, without any action required from the front desk.



When the billing department takes over, they are able to visualize all the claims with their correct corresponding information. They can also easily see which insurance company the claim is tied to and access information related to payment, copayment, and billed amounts.

How a Low Code app helped Valcourt scale

Reducing human error with automation

With their brand new software, Valcourt no longer has to manually move data from one system to another. They don't need to move spreadsheets between teams anymore. **No manual input is needed for information to be processed, which reduces the risk for human error to an extremely low rate.**

Improving time management and agility

The app allows users to enter comments within each claim so that they can track information as they go along instead of having to send multiple emails. We also created slack notifications for the admin when the claims haven't been processed within a specific timeframe. This way, the admin doesn't have to spend time looking for the information - they can just have a quick look at the slack notifications to find out what they need to know.

What's next for Valcourt Behavioral Health?

Automation is a process, not a destination. The billing team over at Valcourt still has to manually confirm whether or not the insurance claim has been paid for by the company. The next step we have in mind is to connect the platform we created for them to the insurance system so they're able to easily find out when payments come through. We're also spreading Valcourt's automation to other processes they have in their daily operations, all while keeping the data in a secure, HIPAA compliant cloud platform.

Here at [LowCode Agency](#), we're experts at automating processes for businesses in the healthcare industry. We know how important it is to work efficiently when dealing with patients, and how crucial it can be not to have to worry about billing and other processes.

That's why we create the best possible solutions to help our clients automate their operations. Leave the tech to us: our team has worked on 235 projects so far, which is more than most developers in their lifetime. Scalability is at your fingertips - [schedule your very own discovery call with us today](#).

Frequently asked questions

Why should we work with LowCode Agency?

We have a lot of experience building apps and automating processes. We are VERY good at understanding your idea and converting that into software. And we have THE BEST process in order to achieve that.

What types of apps have you built?

Since we have built so many apps for so many different use cases and industries, we can say we have built every app concept. Of course, your personal spin, market or idea will make it unique. Some industries where we've done a lot of work are healthcare, finance, tech startups, legal and marketplaces.

How much am I going to spend with LowCode Agency?

Depends on what you need, and the tools that we have to use to achieve that goal. Development starts at 3.5k, and you get a fully working app that looks great, works great, and is easy to use.

How much time does it take for you to build an app?

Depends on the tools that we use to build your app. When using Glideapps, we're looking at 3-5 weeks. Other solutions might take a few weeks more. We have a unique process that makes it really fast and easy to [develop your idea into an app](#).

Let's talk!

We're the experts in low code and no code apps who can help you create your app today.

Automation, powerful time and resource saving, and innovation are just one click away.

Schedule a call today