

How a NYC Agency Reclaimed \$171,000 in Revenue With AWARDS

Case Study

“By the time it came around to purchasing the software, Foothold Technology really stood out. The AWARDS software was by far the most affordable, quality option and that made it an easy sell to our management.”

Agency Profile

Services

Mental Health,
Homelessness

Location

New York, NY

Total Staff

200

Annual Operating Budget

\$15 million

Situation: Lost Revenue

A NYC agency providing key mental health services and housing for the homeless had difficulty keeping track of its Medicaid billing, especially when it came to re-billing for services that lacked complete documentation.

If significant staff members left the agency, it was even more difficult to match the proper documentation to services so that the agency could resubmit these claims. **This led to lost opportunities in revenue, difficult audits, and a time-consuming process for staff to identify services that needed re-billing.**

Solution: A Robust Billing System

AWARDS' billing system tracks all required documentation, including timely completion of service plans and whether progress notes contain all the necessary billing elements. Supervisors use AWARDS to closely monitor direct care staff, in order to ensure that services are appropriately documented and to identify programs where documentation is incomplete.

Foothold's senior project managers also worked closely with the agency to identify past services that were never billed. With multiple collaborative meetings, **Foothold and the agency identified, corrected, and resubmitted claims that were previously denied.**

Result: More Revenue, Perfect Audits

Through a combination of accurate documentation and re-billing of past services, the agency was able to rapidly grow its revenue. After implementing AWARDS' billing system, **the agency now bills successfully for over 95% of its services.**

In a letter of thanks to the staff at Foothold for the collaborative effort, the agency's CFO wrote, "On behalf of myself, and [my agency's] staff, I would like to sincerely thank you for helping us to **collect \$171,000 from Medicaid re-billing payments.** This has been an incredible help, to not only the staff at the agency, but also the consumers that we serve." Along the same lines, a second executive director recently reported, "thanks to AWARDS we received a perfect score on the agency audit with the Medicaid Inspector General – I didn't even know that was possible."

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