

CLIENT SUCCESS STORY

Injury Centers of Arizona improved revenue collection by 62.5% in 8 months with UnisLink's RCM services

OVERVIEW

As Arizona's leading work injury clinic, Injury Centers of AZ connects workers with the healthcare services they need to make a complete recovery. "We view ourselves as a patient advocacy clinic because we help workers get the right diagnosis and take care of things that other clinics can't do," says Dr. Christopher Armstrong, business partner with Injury Centers of AZ.

The clinic opened its doors in 2023 with one location in downtown Phoenix. Today, it has ambitious growth plans, with two new locations set to open in 2024 and as many as 10 more planned in the coming years. To achieve its growth goals, the clinic needed a billing partner that could help it improve revenue capture and move its balance sheet from red to green.

THE CHALLENGE

REDUCE ADMINISTRATIVE AND BILLING HASSLES

Previously, the clinic had contracted with another third-party billing company, but they soon spotted signs of trouble. "They wanted us to switch to another EHR that was much more complicated to understand and use than the one we had," Dr. Armstrong says. That step would've been overwhelming for the clinic, which has fewer than 10 office staff members.

"The other company was going to make us learn how to do the billing with their software and teach us how to generate our own reports," says Dr. Armstrong. "We didn't feel comfortable with that, because our team needs to focus on clinical care."

THE SOLUTION

A TRUSTED PARTNER WITH SPECIALTY EXPERTISE

Seeking other options, Dr. Armstrong asked their EHR provider, Tebra (formerly Kereo) for help. Their experts recommended two companies, one of which was UnisLink. "We needed a billing partner with deep expertise," Dr. Armstrong says. "After talking the team, I was confident that UnisLink was the one for us."

RESULTS

- 62.5% increase in revenue collection in just 8 months
- 20% increase in billable service
- In the green and on track for exponential growth

IMPACT

Within months of partnering with UnisLink, Injury Centers of AZ achieved significant financial improvements through optimized billing and expanded referral opportunities. Our team's comprehensive review and industry expertise identified and captured previously unbilled services, leading to immediate revenue gains.

"UnisLink makes billing seamless and easy," Dr. Armstrong says. "As a result, we now have more time to recruit providers, develop fresh marketing strategies, grow our practice, and focus on what we do best — help injured workers heal."

— Dr. Christopher Armstrong

