Modern MOjO LLC

Grand Rapids, MN

PROVIDER: 9 Providers
SPECIALTY SERVED: Behavioral and mental health
ADVANCEDMD CLIENT SINCE: 2017

TECHNOLOGY PROFILE

Modern MOjO LLC leverages the AdvancedMD practice management and EHR platform to streamline all of their scheduling, claims, and billing workflows. Because of the high-level integration capabilities provided by AdvancedMD software solutions, the mental health practice can easily manage daily operations for two separate offices from a single dashboard. The customized reporting capabilities provided by AdvancedMD give the practice business-critical insights that have allowed it to scale by increasing the number of mental health specialists without adding more administrative roles.

PRACTICE HIGHLIGHTS

Founded in 2017 by Tracy Zimmerman-DeSchepper, MSN, PHNP-BC, Owner, CEO, and Founder, Modern MOjO is a different kind of outpatient mental health clinic that reimagines what mental healthcare can be. From the initial phone call to the last session, the Modern MOjO staff ensures each and every patient receives individualized care in a comfortable and warm environment.

Based in Grand Rapids, Minnesota, with a second office in Willmar, Minnesota, Modern MOjO offers outpatient mental healthcare services and medication management. The practice serves a diverse demographic with approximately 70% of clients enrolled in Medicaid, Medicare, or government-assisted medical programs.

The staff includes fourteen total employees: four administrative employees, a social worker, and ten clinical providers, including psychologists, psychiatric mental health nurse practitioners, and licensed clinical counselors. Modern MOjO's mission is to provide quality, confidential, and individualized mental health services for all ages in a warm, comfortable, and unique atmosphere.

How Modern MOjO Automated Workflows and Streamlined Daily Operations to Massively Scale Its Mental Healthcare Practice without Adding More Administrative Staff

Modern MOjO was struggling to create more integrated, streamlined workflows across the practice. Initially, the mental health clinic had implemented an EHR that integrated with its billing and coding tools, but the original EHR failed to automate many billing and claims processes—forcing administrative staff to devote most of their day to tedious, repetitive work that kept the practice from achieving its most important goals.

"There is a shortage of mental health providers across the country, and our area is no different. We grew quickly and had to hire more providers," said Modern MOjO Business Manager Brede DeSchepper. "When you're a solo operation with a handful of patients, manual tasks are already a headache. But we were having to manually transfer billing information between our software solutions, as well as prior authorization, remittance, claim scrubbing, claim submission processes—all of it was done manually. It was simply unsustainable with multiple providers."

> " I'm able to complete all of my charting tasks in less than an hour at the end of the day, which was impossible before we implemented AdvancedMD. "

As Modern MOjO grew from a solo operation to more than nine providers, manual administrative processes became untenable. The addition of a second office only added to the challenges the practice was up against. Specifically, Modern MOjO needed more efficient scheduling workflows to keep provider schedules organized and updated, while also meeting patient demands.

"Our front office staff needed a solution that offered full visibility into each office's schedule, while still keeping each office's schedule separate from the other," said DeSchepper. "Essentially, we needed a more efficient scheduling tool that removed bottlenecks and eliminated scheduling errors, things like double-booking a provider or accidentally booking a patient appointment at the wrong office."

THE SOLUTION

Modern MOjO was in dire need of a unified practice management and EHR platform that would enable the practice to continue to grow without incurring massive costs or having to add more administrative roles. After evaluating multiple solutions and meeting with multiple vendors, the mental healthcare practice selected AdvancedMD for its medical billing and EHR needs. "My administrative staff was clear: we needed a more integrated solution and we needed it ASAP," said Modern MOjO CEO and Founder Tracy Zimmerman-DeSchepper MSN, PMHNP-BC. "I was afraid to switch at first because of all the work that I thought would be needed to implement a new EHR—I already have a lot on my plate from day to day and didn't want to add more work to my schedule."

The AdvancedMD team met with Tracy and her administrative staff to ensure the practice's unified practice management and EHR platform was configured to meet their unique needs. Once the practice was using the AdvancedMD product suite, the Modern MOjO staff would meet with their AdvancedMD support team every other week to refine processes and address any issues.

"AdvancedMD was very generous with time, spending hours with our team to ensure we were using the platform to its full potential," said Tracy. "The implementation process was seamless—and the system is so easy to navigate, and has countless features that have exponentially improved our daily operations."

Within days of implementing the AdvancedMD unified practice management and EHR platform, the Modern MOjO team was "rocking and rolling"—without having to invest an exorbitant amount of time learning the technology or having to hire additional administrative roles. Best of all, the practice was able to run at full throttle while

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transitioning to the AdvancedMD platform without any inconveniences or missteps.

THE IMPACT

"We definitely increased efficiency when we transitioned to the AdvancedMD unified platform," according to Brede. "We can now rapidly process thousands of claims per month—something we would never have been able to do if we were still using manual processes."

Not only did automating claims processes help increase efficiencies, but it had a major impact on operational costs. With the unified platform now in place, Modern MOjO was able to grow its clientele rapidly and increase the number of providers without having to add additional administrative staff.

"With AdvancedMD, we are able to work more efficiently with our existing administrative staff," said Brede. "Instead of increasing our overhead costs based on patient volume or how many providers we have, we were able to scale our practice without increasing headcounts on the administrative side of the business." AdvancedMD has also enabled Modern MOjO to keep its 60-, 90-, and 120-day accounts receivable incredible low at only 1%—a metric virtually unheard of in the medical industry.

"We had over a $1,000,000 in insurance payments last year, with nine providers and more than 250 client visits per week. And we only have one person managing all of our billing," said Brede, "AdvancedMD makes our billing processes seamless, allowing us to perform all of our billing tasks more efficiently."

STREAMLINED SCHEDULING

The scheduling improvements also delivered significant operational gains. The AdvancedMD scheduling tools give Modern MOjO access to multi-location functionality, allowing front desk staff to seamlessly

manage both Grand Rapids and Willmar schedules from a single system.

"Our front desk staff who do all the scheduling can actually just hit a dropdown, boom, and they're in the whole other facility schedule," said Brede. "The color-coding system provides instant visual recognition of appointment types—telehealth versus in-office visits, diagnostic assessments, treatment plans, and new versus follow-up appointments. It has definitely increased efficiencies within our schedule workflows, while helping to reduce errors."

According to Brede, scheduling workflow efficiencies translated directly to improved patient outcomes and helped reduce the practice's no-show rate from 30% to 20%—a significant achievement in mental health care, which typically experiences higher no-show rates than other medical specialties.

"The automated appointment reminders alone save our front desk staff two to three hours per day, guaranteed," said Brede. "Modern MOjO sees approximately 250 patients every day—so instead of having to call each of those patients before their appointments, our staff can focus on more beneficial tasks."

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THE MANY BENEFITS OF SMART AUTOMATIONS

The practice's billing operations experienced even more dramatic improvements. The automated eligibility verification features of the AdvancedMD platform helped to eliminate most manual tasks associated with payer processes. Before implementing AdvancedMD, the Modern MOjO staff was spending nearly 40 hours a week on manual insurance eligibility tasks.

"Because AdvancedMD allows us to automate insurance eligibility, we no longer have to manually check insurance eligibility for the 250+ patients we see a day. We only have to spend time on the accounts that AdvancedMD flags," said Tracy. "Instead of spending up to 40 hours a week manually checking insurance eligibility, our billing manager now spends, maybe, five hours a week on insurance eligibility tasks."

With a majority of Modern MOjO's patient population on Medicaid, Medicare, and government-assisted programs, being able to automate eligibility verification is especially important to the practice.

"Many of our clients are on enrolled in insurance programs that may change from month to month, which requires our team to verify insurance plans for every client we see, every month, and ensure their insurance provider has not changed," said Brede.

AdvancedMD also positively impacted Modern MOjO's clinical workflows. Because the platform allows users to easily customize templates, Modern MOjO was able to create automated workflows that dramatically reduced charting time for providers.

"Before AdvancedMD, I was spending nights and weekends on charting activities. For every patient I saw during the day, I had at least an hour worth of charting work to do that evening," said Tracy. "But after we were able to customize our charting templates in the AdvancedMD platform, I cut the time I spent on charting duties by 30 hours per week. Now, I'm able to complete all of my charting tasks in less than an hour at the end of the day, which was impossible before we implemented AdvancedMD."

The customized templates for charting purposes had a monumental impact on every provider, enabling a more beneficial work-life balance, while ensuring timely, compliant documentation.
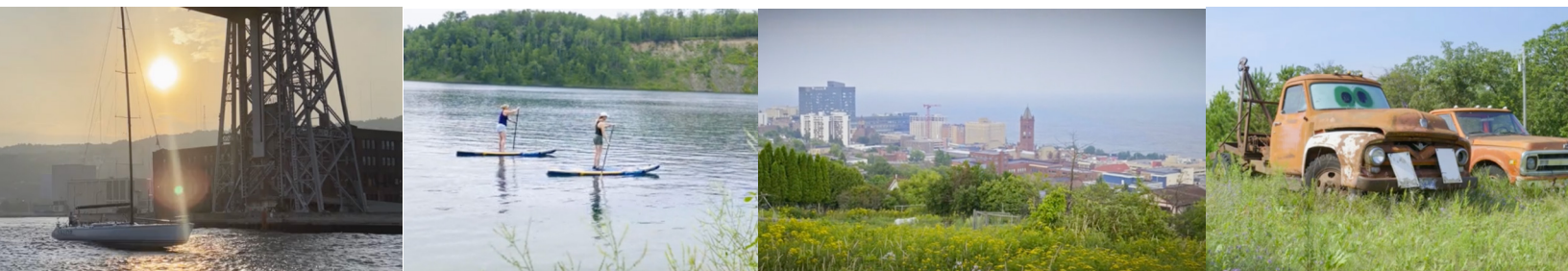
Another smart automation feature provided by AdvancedMD had a tremendous impact on Modern MOjO's financial stability. The Minnesota Department of Human Services requires mental health providers to have patients sign their treatment plans every six months to receive the full reimbursement amount. By creating an automated text document of a patient's treatment plan that the front desk could print out while the patient was in the office and available to sign, Modern MOjO achieved an astounding 99% completion rate.

THE POWER TO SCALE

AdvancedMD not only delivered on its promise to improve efficiencies and drive productivity, it gave Modern MOjO the power to scale its business at an accelerated pace—without sacrificing patient satisfaction or putting staff at risk of burnout.

Modern MOjO's journey from a startup practice struggling with manual processes to a thriving multi-location operation demonstrates the impact AdvancedMD can have on a private practice. The unified platform eliminated bottlenecks, automated routine tasks, and enabled the practice to focus on their core mission of providing accessible, compassionate mental healthcare to underserved communities.

"AdvancedMD was the best decision I ever made for the practice. It has enabled us to simplify workflows—saving us an extraordinary amount of time throughout the day so that we can continue to grow and be successful," said Tracy. "Because of AdvancedMD, and its unlimited automation capabilities, we could add up to three more providers without having to increase our admin staff. That's a measurable outcome that benefits everyone: our employees, our patients, and our bottom line."

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