



Televero Behavioral Health

Austin, TX

PROVIDER: 22 Providers

SPECIALTY SERVED: Behavioral health

ADVANCEDMD CLIENT SINCE: 2022

TECHNOLOGY PROFILE

As a 100% online mental healthcare practice, Televero Behavioral Health uses multiple AdvancedMD solutions, including its practice management and EHR platform, in addition to the full suite of telehealth capabilities that underpin the practice's care delivery model. Because of its highly-integrated workflows, any data entries, or updates in one area of the AdvancedMD platform automatically flow to other key areas, making it possible for Televero Behavioral Health to streamline daily operations and manage key functions from a single platform. The AdvancedMD medical billing and reporting features have given Televero Behavioral Health access to critical business insights that were previously unavailable, enabling the organization to make more informed decisions on growth initiatives, hiring, and revenue cycle management strategies. The scheduling capabilities that are part of the practice management platform have greatly improved workflows for providers, while also boosting the patient experience. Ultimately, AdvancedMD is a core component of Televero's tech stack, enabling the practice's revolutionary approach to delivering behavioral healthcare.

PRACTICE HIGHLIGHTS

Televero Behavioral Health is a 100% online mental healthcare practice, delivering comprehensive behavioral healthcare for adults, adolescents, and children as young as five years. As a completely virtual practice, Televero Behavioral Health provides same-day and same-week appointments, making it possible for patients to schedule an appointment within 24 hours, seven days a week. The practice operates in six states (Texas, Florida, Washington, Colorado, Georgia, and Connecticut), with expansion in-flight to 21 states completing in early Q1 2026. The practice currently employs nearly 200 full-time behavioral health providers, including bilingual (Spanish) psychiatrists and multicultural clinicians to better serve its diverse patient community. Televero Behavioral Health accepts all major commercial and government insurance plans, including Medicare and Medicaid, and works directly with primary care physicians, employee assistance programs, and geriatric facilities on a referral basis.

How AdvancedMD Helped Televero Behavioral Health Fortify Its Financial Health

Televero Behavioral Health is a 100% online enterprise-sized mental healthcare practice, delivering a quality of care that few others provide. Its revolutionary approach to care delivery puts the mental healthcare practice in a category of one, offering patients access to nearly 200 providers available via virtual appointments. Not only does Televero Behavioral Health's approach to mental healthcare create more convenient and flexible spaces for patients in need of mental healthcare services, it also helps minimize the stigma associated with mental health needs.

Televero Behavioral Health's system of care is setting a new standard for quality in behavioral

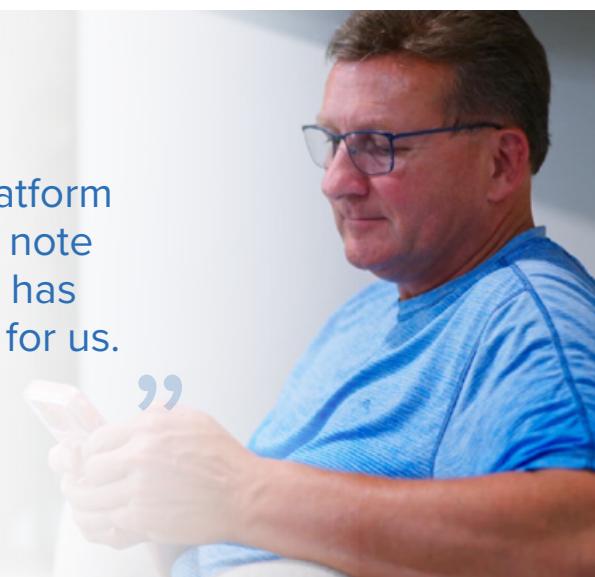
health care, while the practice's data-driven scaling model is enabling rapid national expansion.

"We created a very easy way for people to access evidenced-based behavioral healthcare in a timely manner from licensed clinicians," said Televero Behavioral Health CEO Ray Wolf. "We do this by leveraging technology that meets our patients' needs, allowing them to schedule same-day, same-week, and even same-hour appointments. Our goal is to remove friction from the process, so that patients can register, get an appointment within 24 hours, not months, and have an improved continuity of care within their mental healthcare experience."

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The unifying platform of scheduling, note taking, billing has really been key for us.

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Since its start, Televero Behavioral Health has been on the leading-edge of innovation when it comes to care delivery models. But as the business scaled, it was forced to navigate multiple technology challenges. The mental healthcare practice launched five years ago, using a homegrown EMR to manage its patient data, and relied on a third-party revenue cycle management company for all of its billing processes. Its scheduling system was completely separate from its billing operations, and accounts receivable were well over 90 days, on average. The mental healthcare practice was in dire need of a unified solution that could offer deeper insights on financial performance, seamlessly tie together business-critical data, and improve productivity for clinicians and administrative staff—all from a single platform.

According to Victor Gonzalez Jr., MD, Chief Medical Officer at Televero Behavioral Health, the company needed software solutions that made sense for both the clinical and business sides of the organization. “We are always searching for partners who can adapt and grow with us,” said Gonzalez.

THE SOLUTION

After taking a close look at its operational workflows and ability to scale, Televero Behavioral Health spent more than six months evaluating software platforms that would enable the company to become a thriving organization. While many businesses in the telehealth space have relied on a continual stream of external funding sources, Televero strove for operational excellence to fuel their growth and deliver superior patient care. With this in mind, the executive team knew it needed a unified platform to address its primary challenges and fortify its financial health.

“There were a lot of inefficiencies,” according to Wolf. “We had scheduling that was operating separately. We had billing that was operating separately. We were using a third-party RCM organization, and then we were capturing the patient notes and the patient information in our homegrown EMR.”

The Televero Behavioral Health team chose AdvancedMD for multiple reasons, first and foremost because it offered a

unified practice management and EHR platform, in addition to high-performing telehealth features and API (application platform interface) offerings. In addition to implementing AdvancedMD to manage most of its operational workflows, Televero Behavioral Health also made the decision to stop using its revenue cycle management company and brought its billing in-house. It also stopped using its homegrown EMR—a move the CEO did not take lightly.

“We at Televero Health have always looked for a partner that’s going to adapt and grow with us to achieve our goal”

“The most courageous decision was to move off our own homegrown EMR note system, which had been a significant development investment during the previous five years before using AdvancedMD,” said Wolf. “But it just wasn’t about scaling the business. The criticality of increasing security needs and easy to use interfaces for our clinicians was more easily provided by AdvancedMD. It was a turnkey solution on day one.”

The Televero Behavioral Health team was up and running on the AdvancedMD platform in less than 30 days. After implementing AdvancedMD, the business grew from approximately 30 providers to nearly 200 now, and is practicing in multiple states.

THE IMPACT

Within 90 days of implementing AdvancedMD, Televero Behavioral Health was cash positive for the first time in the company’s history. The practice also achieved a 97% clean claims rate, and reduced no-shows by as much as 80%. Another key benefit Televero Behavioral Health experienced after implementing AdvancedMD: a significantly accelerated payment timeline. Before AdvancedMD, Televero Behavioral Health’s accounts receivable timeline for payments from payors was, on average, 70 days. Since bringing billing in-house with AdvancedMD medical billing systems, the average time it takes to receive payments from payors has dropped to eleven days.

“There’s no way we could have achieved this without AdvancedMD,” said Brian Tucker, Chief Digital Officer at Televero Behavioral Health. “Everything is nice and neat inside the AdvancedMD platform. We can see the flow of the appointment, all the way from when we were sent a referral to the entire process of the workflow, to the completion of the appointment, when the insurance was billed, and the cash was deposited into the bank.”

Because of the deep insights provided by the AdvancedMD reporting and analytic functions, Televero Behavioral Health quickly identified a serious gap that was costing the practice a sizable amount of revenue.

“One of the immediate insights from AdvancedMD was identifying process bottlenecks where completed appointments were not being converted into billable claims fast enough—a lag that translated into \$70,000 to \$80,000 a month in trapped revenue and delayed reimbursement,” said Tucker.

Tucker said that they are now able to get provider notes signed and billed within 24 hours of an appointment, usually the same day, with reimbursement days cut by two-thirds in many instances across payors. “You can imagine the impact that has had on our revenue and cash flow,” said Tucker.

“We could actually see the entire workflow, all the way from when the appointment was done, the insurance was billed, and the cash was in the bank.”

A NEW APPROACH TO PROCESSING CLAIMS

By achieving a 97% clean claims rate, Televero Behavioral Health has essentially removed much of the usual friction that happens within medical billing processes. The practice was able to do this by taking a more proactive approach that minimizes the amount of time their administrative staff has to spend managing claim denials.

"While most practices question how they can get denied claims corrected faster, we shift our focus to the beginning of the claims process, ensuring a clean claim so that 97% of our claims are approved on the first pass," said Tucker.

According to the Chief Digital Officer, Televero Behavioral Health has also created custom automations within the AdvancedMD platform to send automated patient reminders and billing statements, which resulted in a measurable uplift.

"With AdvancedMD, we have stopped approximately 80% of the no-show revenue leakage that we previously experienced, especially now that we are able to charge a patient's credit card on file using AdvancedMD Pay if they don't cancel their appointment 24 hours before the scheduled time," said Tucker.

THE POWER OF A TRULY INTEROPERABLE DATA

Televero Behavioral Health chose AdvancedMD for multiple reasons, chief among them was its ODBC (open database connectivity) connector capabilities and APIs. The practice knew that it needed more access to crucial data, but the Televero Behavioral Health team wanted to do more than simply gain insights—they needed a solution that would allow them to maximize the power of its full data set.

"One of the key decision factors when we selected AdvancedMD as our technology partner was the company's robust API and data infrastructure that gave us access to all the data fields," said Wolf. "It allowed us to extract that data, analyze the data, further manipulate the data, and then input the analyzed data and insights back into the platform."

With the AdvancedMD ODBC connector—which provides full access to all of the data that lives within the backend of the platform—Televero Behavioral Health is able to export data and conduct deep analysis on its most important business metrics.

"It's a game changer," said Tucker. "The interoperability of AdvancedMD is fantastic, as well as the robust selection of APIs. The super clean data that we are able to extract from the platform is really the underpinning of our entire practice and the way we run our business."

MEDICAL OFFICE SOFTWARE BUILT FOR PRACTICE OWNERS WITH A GROWTH MINDSET

AdvancedMD not only delivered a unified platform that integrated Televero Behavioral Health's scheduling, note taking, and billing workflows, it also provided telehealth functionality that requires little to no maintenance—a necessity for a practice that is 100% virtual.

"The ability to work together, to stand up a new EMR quickly, and to work through changes and evolve—that's the real reason why we selected AdvancedMD and why we've been able to scale to an enterprise level and deliver care nationally," said Wolf. "AdvancedMD is built for practice owners with a growth mindset. It allows you to grow and scale your business in ways that you couldn't normally do."

In 2025, Televero Behavioral Health achieved the prestigious honor of being ranked 54th on the Inc. 5000 list of the nation's fastest-growing companies, a major achievement that confirms just how rapidly the company is scaling. According to the CEO, the award was not only a reflection of the company's success, but also its ability to choose the right technology partners.

"Without the relationship we have with AdvancedMD, and how it has enabled our business to grow, we never would have made Inc.'s list."



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