

MEDIVANCE

An iDashboards Case Study

“We are presently the only behavioral health billing company that utilizes dashboards as a tool for clients to track productivity. iDashboards has afforded Medivance the advanced technical platform so we can add value to our clients.

—James Gordon, Marketing Manager

Medivance Billing Service Inc. Increases Transparency with iDashboards In Cloud (SaaS)

CUSTOMER

Medivance Billing Service, Inc. (Medivance) is a premier behavior health medical billing company setting the highest standards in service, reliability and cost containment. Medivance has developed effective internal controls that promote compliance by implementing a series of administrative, physical, and technical safeguards. Medivance's system helps assure the confidentiality, integrity, and availability of electronic protected health information.

CHALLENGE

Transparency in the behavioral health billing industry has always been an issue. The abundance of data involved in financial reporting can make a request that seems simple take longer than expected to fulfill. In particular, Medivance was seeing an undesirable trend in the response times associated with inquiries related to revenue management. In order to better serve their customer base, the billing company was determined to find an efficient, yet accurate, way to provide the data their clients needed in a timely manner.

SOLUTION

Medivance needed a data visualization solution that could not only be used by both their staff and their clients, but was also easy-to-use, could be accessed anywhere at any time, and offered compelling chart and graph options. During the evaluation process the medical billing company reviewed a handful of dashboard software solutions, ultimately selecting iDashboards In Cloud (SaaS) because of the product's user-friendly navigation, design options and dynamic functionality.

RESULTS

The installation of iDashboards In Cloud gave Medivance a significant competitive advantage, by establishing the behavioral health industry's first secured, online, dashboard and visualization platform, "Facility Info Dash". Since the iDashboards deployment, Medivance has created a bilateral platform consisting of interactive dashboards that track patient numbers, claims transmitted, and revenue flow verses outstanding statements. Medivance utilizes iDashboards in every department throughout their organization, and has created a client portal that can be accessed with any mobile device to promote transparency at all times.