

MSKPN Rewards blog

How Karen streamlined her admin processes with the help of MSKPN, dramatically reducing her debt collection workload



“It’s so important to optimise and simplify tasks and workflows. We used to spend huge amounts of admin time chasing down debt.

With MSKPN’s help, Healthcode has enabled us to streamline our invoicing processes, increasing efficiency, reducing errors and saving us valuable time and resources.”

Karen Young, partner at SPEAR Physiotherapy in Aberdeen and MSKPN Director

What was the problem you needed to solve?

We had a part time person chasing debt and inefficient systems. We also underestimated the value of experience. If there was any information missing from an invoice eg a diagnostic code, the big problem was that the PMI wouldn’t let you know and just didn’t pay it.

Cash flow is really important and you need to be able to successfully chase your debt. It is easier to track things as a small business, but as you grow, these are the bits that fall off. With some PMIs, you had to wait half an hour to get through on the phone and then you could only speak about 3 invoices at one time. That’s a whole afternoon. Some PMIs can only be contacted by email and reply within 21 days.

What did you do?

We had previously tried to engage with Healthcode but it was proving difficult and I found it hard to get through. It took a warm introduction from a MSKPN director and now we have a point of contact for MSKPN members. I know that since they introduced Salesforce, a customer relationship management tool in April 2023, the Customer Services team are now contactable in many ways and are much quicker to respond, so you won’t have the same issue.

Thank goodness for bigger businesses teaching smaller business how to do things. It has saved us so much money and made us more efficient.

How does the Clearing Service from Healthcode work?

It ensures all the details are correct before you submit your invoice. You can track everything on the invoice, and you see that if it is green it is being paid and red indicates a problem.

What savings have you made?

We were spending at least 10 hrs a week chasing debt, probably costing about £120 a week. We spend about £100 a month on Healthcode so we’ve probably **saved £4000 a year** and only spend 1 hour a week on debt. The person who used to do it has now been redeployed on our support activities that generate income.

With the help of MSKPN, we started using Healthcode to streamline our admin and debtor collection, reducing admin time by 40%.

Who is Healthcode?

- Leading provider of IT solutions for the private healthcare sector, including the Clearing Service
- The Clearing Service is a way to submit invoices directly from your practice management software to PMIs
- The system checks for any errors and omissions
- Integrates with TM3

What are the main benefits of using Healthcode to the management of my business?

- Improved cash flow
- Invoices go to the right place and are paid quicker
- Improved billing accuracy
- More streamlined billing process
- Reduced number of queries by 90% queries as most issues are sorted before submission

Any further benefits?

- Impact on patients - the business is more sustainable, it's calmer and a nice place to be
- Impact on physios - if a smaller business there may not be an admin team so Healthcode takes the admin burden away from the clinical team

I'm so relieved to have been able to streamline our invoicing process. We used to spend huge amounts of admin time chasing down debt. It's so important to optimise and simplify tasks and workflows. With MSKPN's help, Healthcode has helped us streamline our invoicing processes, increasing efficiency, reducing errors and saving us valuable time and resources.

How can MSKPN help members?

Join the MSKPN practice managers group where we aim to ensure we're operating as effectively as possible with the insurance providers. Share your issues on billing and debt and we can trouble shoot it together.

If you can streamline your processes, you can be working on the business as opposed to chasing the tail.

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