

Core Health Partners

A Clinic to Community Healthcare Model in need of bilingual patient center services and billing guidance to expand and succeed

Founded in 2017, Core Health Partners (CHP), a unique care delivery model that focuses on taking their medical services to community centers, needed a trusted partner to succeed. With their innovative care system, this medical practice was needing billing guidance, process optimization and bilingual services to support their Spanish speaking patients.

CHP is located in Florida, one of the states with the highest population of Latino and Hispanic residents in the US. According to the [2020 US Census](#), Latinos were 26.2% of the state's population. Latinos in Florida accounted for 5.3 million (8%) of the US Latino population.

Health Prime was brought onboard as a strategic partner to improve the billing process, support patients in their preferred language, advocate for patients on payment plans or billing issues and optimize processes within this growing medical practice.

Practice Profile

- A unique Clinic to Community Model practice
- Based on South Florida
- First location opened in January 2018
- 7 locations in the state of Florida
- Over 150 independent physicians
- Some of their services include physical and occupational therapy, nutrition and diabetes counseling, sports medicine, and speech therapy.

Business critical needs

- Streamline administrative procedures
- Cultivate a holistic view into the medical billing and collection process
- Improve billing support for Spanish speaking patients
- Adopt a trusted advisor to help guide this growing and innovative practice

Health Prime Solutions used



A comprehensive approach to Revenue Cycle Management relieves you from administrative burdens and transforms complex revenue cycles from end-to-end. Our results are increased revenue, reduced costs, process improvements and enhanced patient experience.



Allow your practice's front desk the ability to focus on customer service and time of service collections. We offer bilingual staff (if needed) that will verify insurance coverage, benefits such as out of pocket maximums, deductible/coinsurance/copay information, scheduling provider network status, pre-authorizations, etc. Take the administrative burden off your staff and allow them to prioritize the patient experience.



Health Prime's feature-rich data analytics platform offers timely and actionable insights and full visibility into key performance metrics. Armed with information, we focus on changes that will have the most impact. Eliminate surprises and gain a clear view of every step in the revenue cycle process.



Our Patient Financial Specialists serve as the point of contact for all your patients regarding their medical billing services. All our agents are bilingual, and they will assist your Spanish speaker patients in their native language to enhance communication and advocate for them with your practice on a payment plan or a billing issue.

Results delivered by Health Prime

- **163% increase in payment collections** compared to previous year.
- **90% charge acceptance** rate. Successfully raised their charge acceptance by optimizing their processes and providing guidance to their staff.
- Reduced no-show rate by nearly **4%**.
- Spanish speaking patients properly assisted in their preferred language by our **Patient Service Center bilingual agents.**

Testimonials

"We would not survive in our medical practice without having bilingual call center services. It is critical to communicate with Health Prime's bilingual agents that can help our patients and clear any question they might have. We couldn't operate without communicating to our patients in multiple languages" – Paul J. Thein, ED.S., Core Health Partners CEO

"In this complex healthcare model, we need experts in the field. At Core Health Partners, we know we got a trusted partner in Health Prime. We want our therapists to concentrate on patient care without worrying about the administrative burden. Health Prime takes care of it for us while we take care of our patients" - Paul J. Thein, ED.S., Core Health Partners CEO.