



REFOCUS BEHAVIOR

**Brellium**

Refocus Behavior Automates Chart Review, 2X's Billing Department's Productivity

Background

Refocus Behavior is an ABA center based in Hinesville, Georgia that provides early intervention and school-age services. Refocus specializes in children with developmental disorders such as autism spectrum disorder (ASD) and attention-deficit hyperactivity disorder (ADHD).

Prior to using Brellium, Refocus Behavior manually audited every client note before billing.

Goals

Refocus Behavior partnered with Brellium to:

- Eliminate manual chart audits
- Decrease risk of payer audits & clawbacks
- Ensure every client's care meets Refocus' clinical standards



"I've been doing the same job for three years and reading 40 notes a day takes time. It takes energy. It takes serious focus and taking that workload off of me has so significantly improved my life. I can't thank you guys enough for it. We're very happy with [Brellium]."

Aerial Brenner

Billing & Compliance Manager at Refocus Behavior

Before Brellium: Manually Reviewing 100% of Charts Prior to Claim Submission

Refocus Behavior is highly cognizant of compliance. Employees previously worked at clinics who failed payer audits and had their payer contract suspended. Plus, Refocus' payers include Tricare, who has notoriously strict guidelines. So, it is top-of-mind for Refocus to ensure sessions are compliant before billing.

Refocus made sure they maintained payer compliance by manually auditing each session note every day. This meant that they'd have their EMR open on one tab, a list of their requirements in a second tab, and a ledger of which notes needed to be fixed in a third tab. They'd toggle back-and-forth between all three tabs to audit every chart, which was tedious and took dozens of hours per week.

Refocus' billing lead Aerial was overwhelmed with auditing. She even found it difficult to take vacations, since she'd come back to a pile of more audits to catch up on.

After auditing every day for 3 years, Aerial struggled with burnout. So, she started looking for a solution, and found Brellium.

Refocus Behavior

www.refocusbehavior.com

Before Brellium:

- Manually reviewing 100% of charts before billing
- Billing lead struggled with burnout, due to sheer number of audits
- Hard to take time off, since audits would pile up

Solution: Refocus Behavior Automated Chart Review with Brellium

To maintain Refocus Behavior's emphasis on clinical quality & payer compliance, Refocus created multiple screening templates in Brellium across their 97153 and 97155 sessions. It was important to screen each session on specific criteria, especially when partnering with strict payers.

According to Aerial Brenner, Billing & Compliance Manager at Refocus Behavior, "Brellum helps us ensure compliance, mitigate bias, and remain audit ready with all of our biggest insurance funders."

Brellium automatically audits each session type on Refocus' custom clinical & payer requirements. Refocus also chose to use Brellium's "automatic error notifications", meaning that providers are automatically notified of errored charts with instructions on how to fix their documentation, complete with full reporting.

Sample Audit Scoring

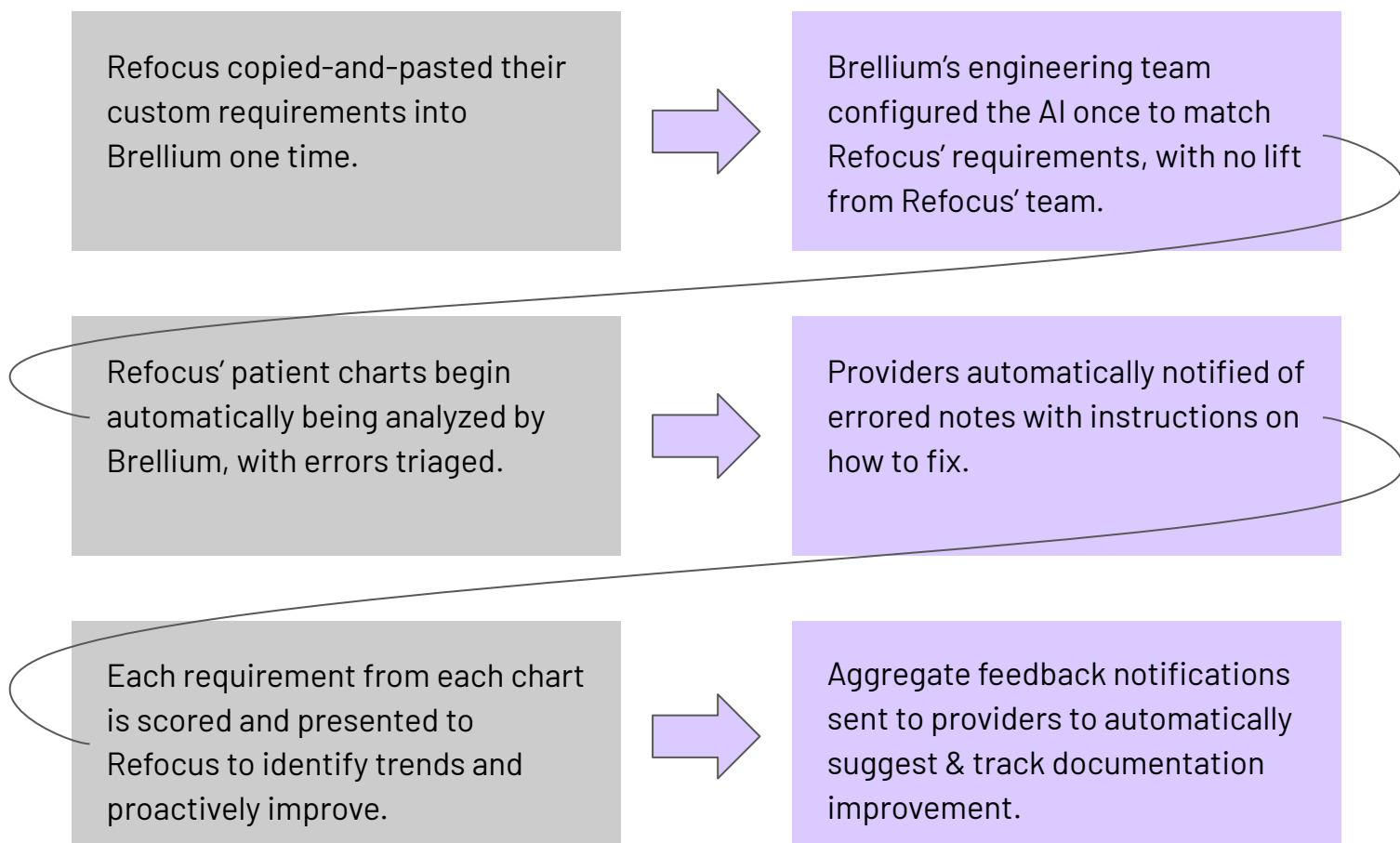
Provider	Score	Questio...	Questio...
> Sarah Brown (27)	77%	69%	69%
> William Thomas (29)	79%	90%	45%
> Mary Adams (32)	81%	78%	63%
> Emily Johnson (34)	75%	71%	71%
> Steven Nelson (30)	78%	73%	60%
> Robert Miller (29)	77%	66%	76%
> Michael Williams (24)	76%	71%	63%
> Christopher White (31)	77%	77%	61%
> Amanda Taylor (40)	78%	73%	65%
> Jessica Moore (30)	79%	80%	73%
> Jennifer Wilson (23)	79%	70%	65%
> John Smith (39)	77%	77%	77%
> Karen Clark (23)	82%	83%	83%
> Brian Anderson (26)	76%	62%	77%

Workflow

Leveraging Brellium's AI Automated Chart Review, Refocus Behavior was able to automatically know which of their sessions were billable, and which needed to be fixed. But the solution itself is only the first step—creating a scalable workflow that reduces staff burden and enabled clinical teams to effectively manage their workload is just as crucial.

Refocus and Brellium iterated on past workflows for screening requirements to identify the most efficient path for Refocus to audit effectively & coach their providers to improve.

AI Automated Auditing Workflow



Results: Refocus Behavior 2X'd Billing Team's Productivity

Before Brellium:

- 60% of billing hours spent manually auditing session notes & notifying providers
- Struggled to keep up with volume of manual audits
- Team members burning out from auditing every day

With Brellium:

- Zero time spent manually auditing session notes
- Providers notified of fixed automatically
- 2X'd productivity
- Spending 1 hour/week reviewing Brellium's audit results

Net Benefit:

- **5X ROI**
- **Decreased time spent manually reviewing charts by 98%**
- **Freed up an entire day out of the workweek**
- **100% increase in job satisfaction and significantly reduced burnout**

Hear From Aerial Brenner, Refocus Behavior's Billing & Compliance Manager



"The fact that you guys get back to me within 10 to 15 minutes of an email is legitimately unheard of in the medical administration field."

"You guys have built a wonderful team of people that truly truly care about the customer experience with the product and that is super appreciated in our field. Every interaction I've had with the team has been so positive. The team is responsive knowledgeable and super proactive in addressing any issues or questions that I have. The expertise has been so like invaluable and optimizing our audit process and ensuring smooth operations for us."

"Before using Brellium, I was on the brink of burnout. Taking time off was difficult and every return from vacation was filled with stress from playing catch-up with 100 notes to audit. Adding Brellium to our process has significantly improved my work-life balance and I seriously cannot thank you guys enough."



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Learn More

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