

## Tri-County Orthopaedic Center

**Customer Profile:** Multiple Provider Practice

**Location:** Offices in Leesburg, and Lady Lake, Florida

Founded in 2001 by J. Mandume Kerina, as a solo practice, Tri-County Orthopaedic Center has expanded to include other physicians. One of those is Dr. Claudia L. Thomas, the first female African American Orthopaedic surgeon in the United States.

Through an unrestricted educational grant, the surgeons at Tri-County offer a mentoring program which focuses on working with Orthopaedic surgical residents to develop successful surgical practice management skills. The program includes GO Partners' session on billing and practice management efficiencies. They have been nominated for the prestigious Davies award.

### Previous System:

Tri-County initially outsourced their billing to an external billing service that operated on a disparate system than their office. Because of this, it was difficult to gauge how well the billing service was performing, and communication was difficult. The doctors also felt they were not receiving appropriate reimbursement for the type of services they were providing.

### Solution:

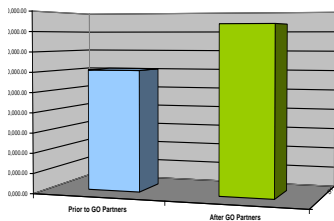
Because of their experience and reputation as an Orthopaedic specific billing and reimbursement management company, Tri-County Orthopaedic contacted GO Partners as a potential solution to their billing needs. They were not disappointed.

### Result:

GO Partners increased Tri-County's average monthly reimbursement by 11% in six months and the days in A/R dropped by 28 days. As an added bonus, GO Partners operates on the same system as the office, which allows complete visibility into every claim.

"The fact that GO Partners is Orthopaedic specific means changes in payer rules are addressed immediately for our specialty. Our A/R has been worked much better than in our previous contract, and our accounts get rapid & steady attention. We are extremely happy with GO Partners."

Dr. I. Mitchell





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