

# Beyond Billing: ABILITY Goes the Extra Mile for SC Chiropractor

## **THE CHALLENGE:** A devastating practice management system crash

Rock Hill Chiropractic Works is a small practice in South Carolina, where Dr. Winslow Schock has been helping 30-40 patients per week for nearly 30 years. Ruby Collins, the practice's billing specialist, has always enjoyed the efficiency and ease of using ABILITY for all of the practice's Medicare claims.

It wasn't until the day that her practice management system crashed that she got a deeper understanding of the value of her partnership with ABILITY. When the clinic's third-party software went down, all of its patient information and Medicare records were lost. Fortunately, Collins would soon discover that ABILITY had her covered in ways she hadn't ever considered.



# THE SOLUTION: ABILITY customer support

For years, Collins had enjoyed the benefits of a centralized portal for all of her Medicare claims.

“It’s so easy to use, I feel like I can almost do it in my sleep,” she said, “and updates are so simple. I receive an email and I just click a link. And when I need them, I know they’re always there to help.”

When the office’s practice management system had a catastrophic crash, though, she feared that all of her patient billing information was lost.

Collins’ initial worry gave way to reassurance, though, when ABILITY customer support stepped in. The ABILITY team soon had the practice back up and running. And, in the process, they found a few areas where ABILITY could help simplify billing and reporting workflows.

When she talks about the crash and the outcome of the incident, Collins now says, “It was a blessing in disguise. They helped me remove several unnecessary steps in submitting claims and made my whole job easier.”



## **THE RESULTS:** Stronger partnership and peace of mind

Disastrous computer malfunctions don't happen every day, but smaller issues can arise in day-to-day activities. When Collins had trouble making an update on her end, she was able to call and get everything fixed promptly and easily. She recalls, "Customer service would take over and fix the issue while they were on the phone with me. And, when they corrected it so that I could do updates on my own, it felt like they did it for my convenience, not so that I'd be out of their hair."

Problems don't arise often, but when they do, Collins knows that she has a team ready to help her at a moment's notice.



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### **AT A GLANCE:**

**Provider name:**

Rock Hill Chiropractic Works

**Location:** Rock Hill, SC

**Patients per week:** 30-40

**Success with ABILITY:** fast and easy Medicare billing, backed by a support team that goes above and beyond

**Want to see the powerful application that helped Rock Hill Chiropractic Works simplify Medicare billing and accelerate A/R?**

**Schedule a demo today.**

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and beyond**

