



Millin Associates

The company you trust • The system you need • The services you want

Case Studies

Agency A

Services Provided	I/DD and Behavioral Health
Annual Revenue	\$150,000,000

Agency A contracted with Millin Associates in 2015 to implement MillinPro and outsource the billing process to us. Prior to contracting with Millin Associates, Agency A had 4 internal billers and wrote off \$7,000,000 (~5%) in 2014 in uncollected claims. Since implementing the MillinPro system and outsourcing the billing process to Millin, Agency A was able to reduce its internal billing staff to 0.5 FTE and reduce uncollectable claims to approx. \$250,000 a year.

Annual personnel savings	\$190,000
Annual increase in collected revenue	\$6,750,000

Total ROI \$6,940,000/year

Agency B

Services Provided	I/DD
Annual Revenue	\$120,000,000

After a lengthy review process of various billing systems, Agency B elected to implement the MillinPro system in 2018. The go-live date was 2 weeks ahead of schedule thanks to Millin's experienced implementation team. Agency B was able to reduce its internal billing staff from 8 billers to 4 billers, and decrease their claim denial rate by 50% thanks to MillinPro's rules engine and batch eligibility verification, thereby increasing Agency B's annual collectable revenue by \$1,800,000 (1.5%).

Annual personnel savings	\$245,000
Annual increase in collected revenue	\$1,800,000

Total ROI \$2,045,000/year

Agency C

Services Provided	Behavioral Health
Annual Revenue	\$20,000,000

When Agency C transitioned from billing Medicaid to Medicaid Managed Care, it's 97% claim collection rate plummeted to 82% within the first year of the transition. Agency C reached the conclusion that they did not have the expertise to handle the multitude of denials from various payers and reached out to Millin Associates for help. Within 8 weeks Millin was able to implement the MillinPro system and take over the day to day billing process. One year after MillinPro went live, Agency C's collection rate on eligible claims increased to 99.2% thanks to Millin.

Annual personnel savings	N/A
Annual increase in collected revenue	\$3,440,000

Total ROI \$3,440,000/year

Agency D

Services Provided	I/DD
Annual Revenue	\$27,000,000

Agency D transitioned its billing system in 2017 from Fund EZ to MillinPro. Agency D was seeking to increase its efficiency in managing the billing process and reduce its internal IT resources related to maintaining and upgrading servers. Agency D was already collecting 98.8% of claims and didn't expect MillinPro to increase the collection rate. By implementing the MillinPro system, the agency was able to reduce the time spent on billing by 20 hours a week resulting in annual savings of \$32,500. It also saved \$7,500 a year in internal IT expenses related to the billing software while increasing its security access and having a cloud-based system. The collection rate increased to 99.6% and has remained consistent since implementing MillinPro. This resulted in an annual revenue increase of \$216,000.

Annual personnel and IT savings	\$40,000
Annual increase in collected revenue	\$216,000

Total ROI \$256,000/year