

River Valley Behavioral Health & Wellness Center's Path to Prosperity

How a trusted partnership is evolving to meet tomorrow's challenges



ABOUT RIVER VALLEY BEHAVIORAL HEALTH & WELLNESS CENTER

River Valley Behavioral Health & Wellness Center (RVBHC) is a multi-disciplinary behavioral health practice founded in 2008 with a dual mission: to be the best place for providers to work and deliver the best care to clients. As the practice expanded their service lines and grew to three locations, they recognized that sustainable growth required more than clinical excellence alone. To scale confidently while maintaining their commitment to high provider compensation and quality patient care, River Valley needed an EHR platform with a robust revenue cycle management solution that could reliably translate clinical documentation into stable, predictable revenue—leading them to partner with ProsperityEHR for the operational stability that would support their continued expansion and community engagement.

KEY CHALLENGES & TOP PRIORITIES



Finding the right technology partner

River Valley switched EHR systems *three times* in their pursuit of the right partner. As their previous vendors scaled, the personal support and accessible leadership they valued disappeared. River Valley needed a technology partner who could grow alongside them and support their evolving strategic vision.



Revenue cycle visibility & predictability

As River Valley expanded to multiple locations and added service lines like psychiatric medication management, they needed more than accurate billing—they needed real-time financial visibility. With ambitious plans for growth, the practice required an RCM system that could provide the operational predictability and financial clarity to make confident decisions about expansion and staffing investments.



Scaling the practice with confidence

River Valley's dual mission demanded a technology partner who understood that financial health enables clinical and operational excellence. They needed a solution that could scale with their ambitions and a team invested in their specific journey.



When you're running a private practice and trying to grow a business, you have to understand that you're going to wear many hats. And you're going to have to learn how to sit in your value system because your value system will be challenged. At the end of the day, you also have to have a relationship with money and understand that it's okay to be prosperous.

Dr. Heidi Carlson

Founder of River Valley Behavioral Health & Wellness Center

WHY PROSPERITYEHR?

ProsperityEHR's comprehensive RCM solution is specifically designed for behavioral health practices like River Valley that refuse to choose between their clinical mission and financial sustainability. Our integrated, comprehensive approach combines purpose-built technology with a US-based team of expert billing specialists who understand the unique complexities of behavioral health reimbursement.

FROM PATIENT ONBOARDING TO PAYMENT

Our RCM solution covers the entire revenue cycle, reducing denials and accelerating time to payment

FRONT END

Accurate data in, clean claims out

Pre-Visit Financial Clearance

- Confirm insurance eligibility, copays and prior authorizations automatically before the visit.
- Automated real-time eligibility verification prevents costly surprises, reduces claim rejections, and ensures accurate patient financial responsibility from day one.

MID-CYCLE

Prevent errors before they cost you

Accelerated Documentation & Coding

- Automated charge and claim editing flags inconsistencies in real time, before submission.
- Revenue capture reporting identifies missed billing opportunities.
- Flexible, rules-based claim scrubbing catches and corrects errors automatically.

BACK END

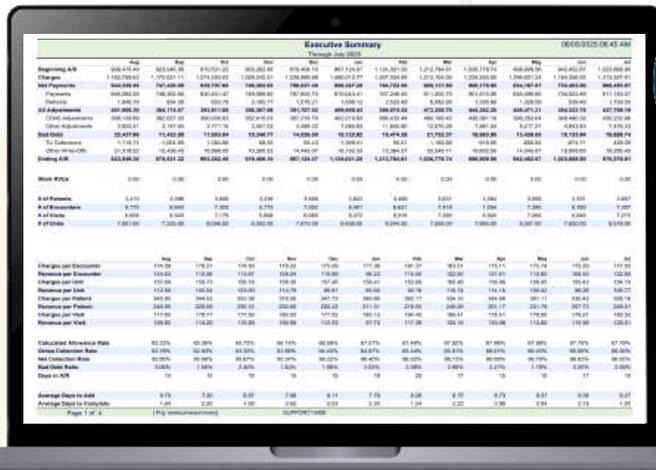
Turn data into strategic decisions & dollars

Automated Reconciliation & Resolution

- Automated ERA posting and next-responsible party routing eliminate manual work.
- Detailed, flexible denials tracking tools enable faster resolution.
- An interactive A/R dashboard provides real-time visibility into every dollar owed.

Patient Collections Intelligence

- Digital statements, online payment portals, and text reminders reduce friction.
- Automated appointment and balance-due reminders reduce no-shows while boosting collection rates.



WHAT'S POSSIBLE*

- 10 days improvement in average days in A/R
- 2% increase in net collection rates
- < 4% claim denial rate
- 25% growth in net revenue

*Based on real results from ProsperityEHR customers

GROWTH THAT SERVES THE MISSION

RVBHC's partnership with ProsperityEHR illustrates how purpose-built behavioral health technology can help a practice realize its mission. With an end-to-end RCM solution that provides operational predictability and financial clarity, RVBHC can continue to grow their practice and be a premier place for providers to work.

Their journey proves that it's possible to **do good and do well**. By creating the stability needed for their practice to grow, they can continue thrive financially, and give back to the community they serve.

Strengthen your mission and your margins

Explore how ProsperityEHR streamlines workflows, improves collections, and empowers your staff.

Contact us