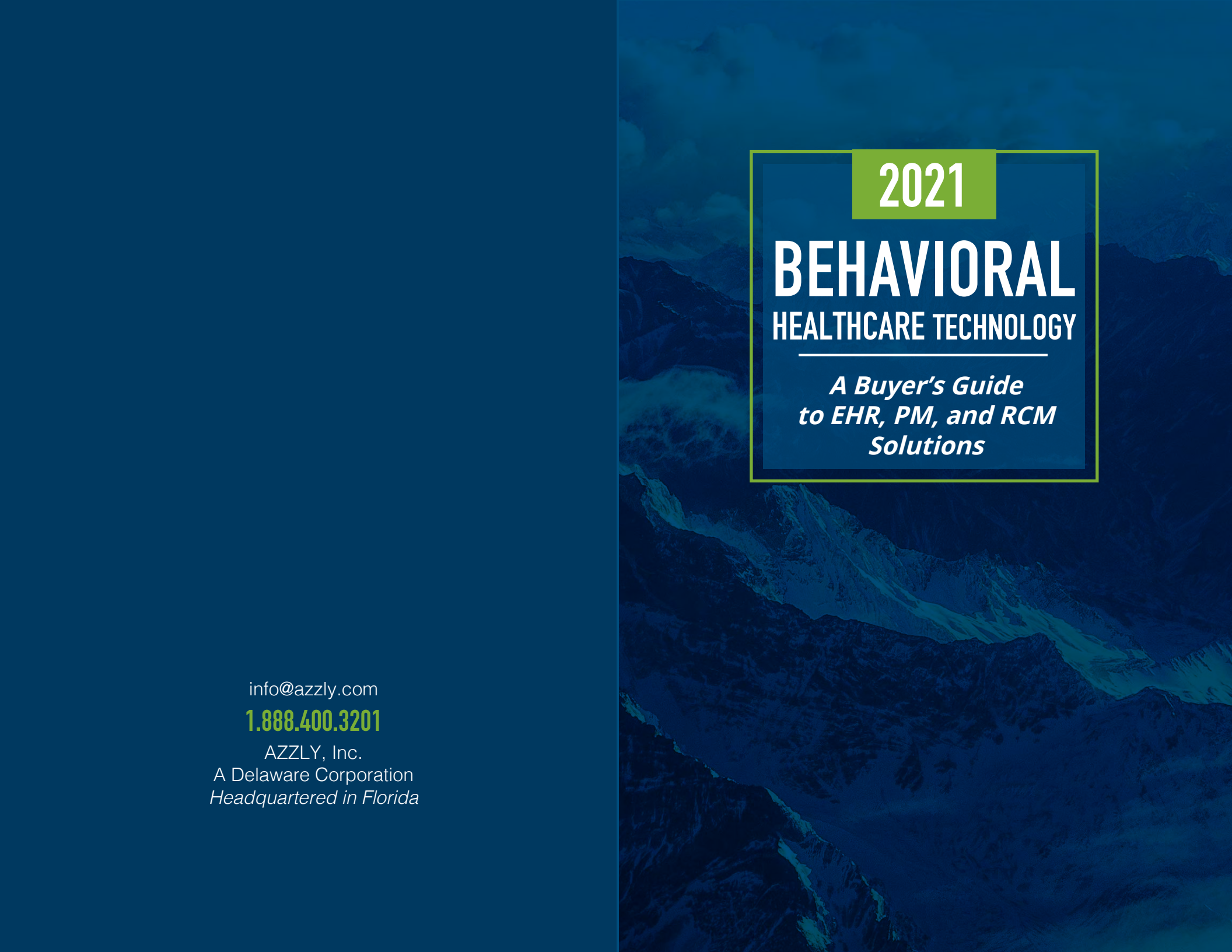




2021

BEHAVIORAL HEALTHCARE TECHNOLOGY

*A Buyer's Guide
to EHR, PM, and RCM
Solutions*

info@azzly.com

1.888.400.3201

AZZLY, Inc.

A Delaware Corporation
Headquartered in Florida

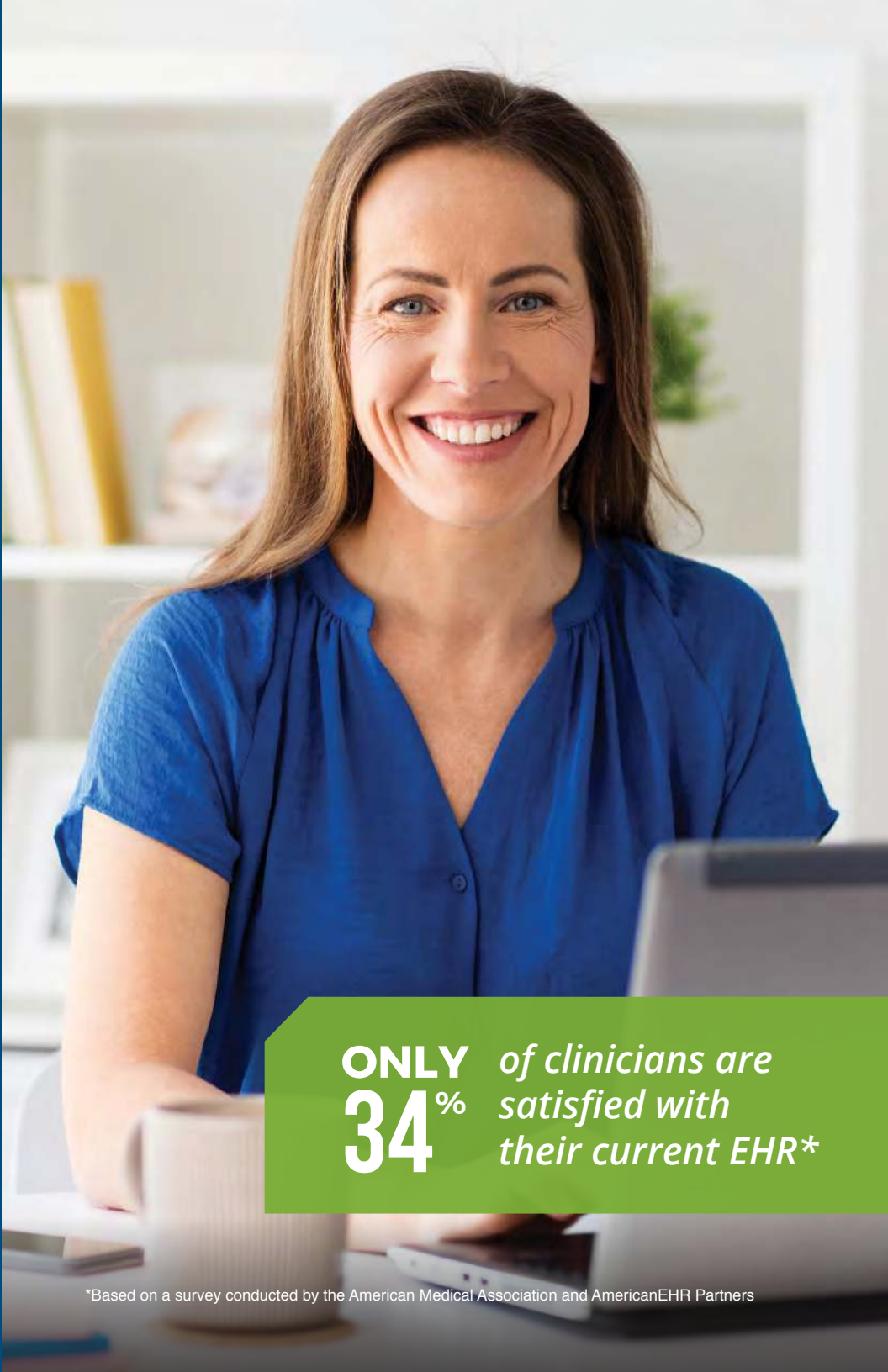
THE 2021 BEHAVIORAL HEALTH EHR BUYER'S GUIDE

Digital drives the rapidly changing healthcare landscape. Twenty-first century behavioral healthcare and addiction treatment centers require high-tech solutions to manage regulatory compliance, protect patient privacy and accommodate multiple payment models. Choosing a comprehensive electronic health record system (EHR), patient management (PM), revenue cycle management (RCM) configured for your organization's needs is essential for delivering value-based patient care.

Benefits of a Specialty EHR Designed for Addiction & Behavioral Healthcare Providers and Billing Staff

Mental Healthcare Provider tools are designed to facilitate productivity and efficiency throughout the organization resulting in:

- Seamless Telehealth Connectivity
- Patient Engagement for better outcomes
- Reduced no shows/ missed appointments
- Comprehensive eChart; chronological view of sessions and services provided
- Faster reimbursements with fewer denials
- Continuum of Care coordination
- Auto-scored Outcome Measurement Tools to adjust treatment plans
- Easier regulatory and compliance monitoring and reporting
- Integration that supports real-time information sharing between internal and external partners : labs, primary care physicians, specialists, pharmacies, case managers and care teams
- Comprehensive, consecutive view of sessions and services provided
- HIPAA Compliant communication documentation
- 24/7 remote access to vital patient data
- Lower operating costs



ONLY 34% *of clinicians are
satisfied with
their current EHR**

*Based on a survey conducted by the American Medical Association and AmericanEHR Partners

What to Look for in a Solution Designed for Behavioral Health Providers

There is no EHR that performs perfectly in every behavioral health or addiction treatment center environment. When implementing any new software or EHR technology, it is critical to find a solution that complements your organization's programs and services offered and best-serves your client needs. Look for functionality and capabilities designed specifically for complex behavioral health and medication management needs.

Look for these key features:

Strategic Connectivity

What good is an EHR if it doesn't work with or compliment your current environment, and with your treatment center partners? A fully integrated, well-connected EHR system should support or even enhance your information exchange with caregivers, patients, external partners, third-party payers and all clinical program managers. Efficient, accurate data analytics improves service delivery, while reducing costs and wait-time associated with paper-based management systems..

Enhanced Operational Efficiencies

The EHR should support your business model and normal workflow, which ensures you stay competitive even when markets change or new regulations force operational shifts. Growing your business is easier when your staff is performing at its peak.

The ideal technology should empower every member of your medical & clinical team whether in a clinic setting or remote, easier, faster, and more efficient. The system must seamlessly work as another staff member, supporting every patient touch-point from intake & admissions staff, to clinical and nursing staff, to medical directors and administrators in the executive suite through to the billing department. Efficient operations reduce costs, enhance patient experiences, improve cash-flow, and eliminate unnecessary stress for patients and staff.



Data-Driven Decision Support Tools

Collecting, parsing, and converting data into actionable information should be considered when researching an EHR. Built in analytics and reports enhance quality of care while boosting revenue potential. Access to workflow data enables your team to adjust and improve internal efficiencies and productivity.

Be sure to look for an EHR with analytics, revenue cycle management and custom reporting tools that allow your organization to track performance, explore population demographics and create required documentation faster with increased accuracy. Leaner organizations position themselves to expand services, without adding additional staff or significantly increasing overhead by leveraging the technology an EHR offers.

An Investment with a Healthy ROI

Ensuring connectivity, enhancing efficiencies, and implementing data-driven decision making should all be supported by the technology you invest in. A modern all-in-one platform that has these vital capabilities produces a healthy return on your investment moving forward.

Calculate The Investment

Calculating ROI can be simple. For most, there are 3 main costs to consider.

- 1 Setup costs - software training & implementation, data conversion, updating current documentation
- 2 Ongoing Software Costs - Licensing costs or subscription costs
- 3 Any Potential Hardware Costs & Maintenance; IT Staff Costs for customizations

The initial investment for a cloud based EHR typically covers setup, training time and roll out to staff. Depending on current technology in your organization, you may need to plan for hardware upgrades.

Measure the Cost Benefits

The benefits of a good all-in-one technology can easily outweigh the upfront and ongoing costs as long as the system makes sense for your staff and treatment center.

- Increased efficiency in your billing processes
- Improved documentation of services provided, in person and remote
- More accurate coding & claims submissions
- Check and balance reports to ensure staff compliance
- Simplified Accreditation audits
- Decrease in charge-backs, denials
- Opportunity for in-network participation for payer referrals

As long as your EHR has a strong focus on improving upon these cost benefits, you can likely expect a net return on your investment.

AZZLY has been recognized in a 2020 report titled: Investing in Entrepreneurs who improve Healthcare, written by FCA Venture Partners. If you are ready to explore a modern technology platform that can streamline and standardize your processes, schedule a discussion with an AZZLY® expert to learn about AZZLY Rize™, an all-in-one EHR/RCM/PM system for behavioral healthcare and addiction treatment providers. Contact AZZLY at hello@azzly.com or 1-888-400-3201, or visit azzly.com to research on your own. We are here to support YOUR needs.

Implementing a new EHR Requires Strategic Planning & An Engaged Vendor

Ideally, a checklist is provided that outlines the statement of work and who is responsible for what. When implementing a new EHR/PM/RCM solution, it is the perfect time to reassess processes in each department. Many times, licenses are issued, and a treatment center opens its doors without much thought of workflow processes. This is the perfect time to review all intake and admissions documentation to make sure it is current with state licensing or agency requirements, update all templates to make sure new programs or levels of care offered are addressed, and clinical and medical staff services are documented in detail to support medical necessity. Selecting and incorporating the right outcome measurement tool(s) for your patient population in your policies and procedures manual and making sure the vendor you select can display scores in real-time in each patient record is now an important consideration.

BONUS TIP

Your vendor should have a 24/7 learning management system that provides tutorials and how-to's designed to educate and inform users about best practices and how to use the technology with ease. Creating Super Users that are certified on the solution to train staff in each department is a proven roadmap to a successful conversion.

A Little Bit About AZZLY

AZZLY is committed to raise the skill set of addiction and behavioral healthcare providers as they embrace EHR technology to better improve their patient population outcomes and meet stricter compliance requirements from The Joint Commission, CARF, COA, Medicaid and Medicare, MCOs and the commercial medical insurance payers at large. Our team stands ready to help your staff succeed. AZZLY, Inc. is a Delaware Corporation, based in Central Florida. All customer service and support is USA based. For more information on what makes AZZLY unique contact us today at hello@azzly.com.

This easy to use worksheet will help you to compare the features of AZZLY Rize and those of your current system and/or systems that you may be evaluating. Simply email this document to hello@azzly.com or call (407) 255-2357 to speak with a solutions expert about upgrading.



Name:

Phone:

Email:

Features to help grow your business	AZZLY rize	Other system 1	Other system 2
<i>Electronic Health Record</i>	✓		
<i>Electronic Billing & Claims</i>	✓		
<i>All-in-one solution</i>	✓		
<i>24/7 support</i>	✓		
<i>Patient engagement tool</i>	✓		
<i>Telehealth</i>	✓		
<i>Group session management</i>	✓		
<i>Level of care management</i>	✓		
<i>Program management</i>	✓		
<i>Task management</i>	✓		
<i>Compliance management</i>	✓		
<i>Severity code management</i>	✓		
<i>Medication management</i>	✓		
<i>Staff management</i>	✓		
<i>Location management</i>	✓		
<i>Bed Board management</i>	✓		
<i>Internal communications</i>	✓		
<i>Configurable Templates</i>	✓		
<i>Outcome measurement tools</i>	✓		
<i>ePrescribing / EPCS /PDMP</i>	✓		
<i>Bi-directional Lab Interfaces</i>	✓		
<i>All Locations Scheduler</i>	✓		
<i>Appointment reminders</i>	✓		
<i>Custom reports</i>	✓		
<i>Analytics engine</i>	✓		
<i>Mobile friendly</i>	✓		
<i>Salesforce integration</i>	✓		

ADDITIONAL QUESTIONS: