Lumary

360 Behavioral Health

CASE STUDY

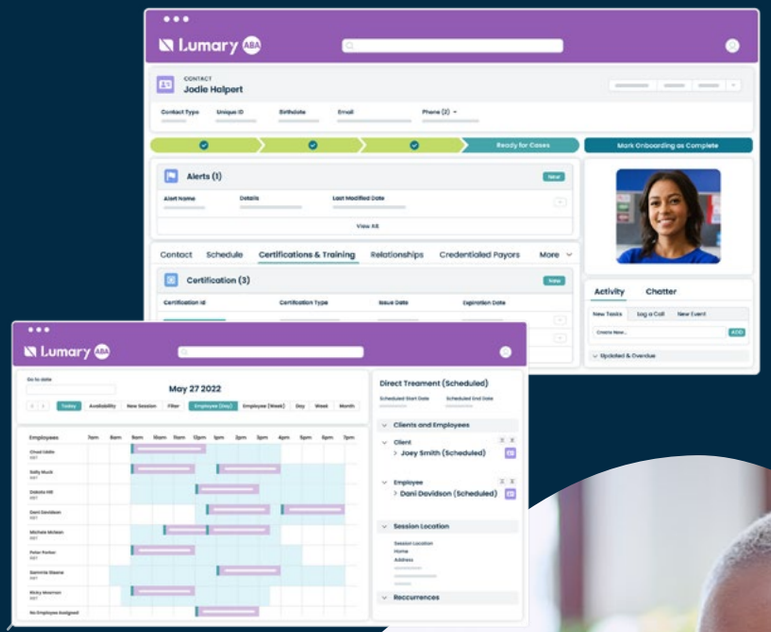
Expanding with Confidence:

With Lumary, 360 Behavioral Health Optimized Large-Scale Enterprise Operations for Sustainable Growth

POWERED BY salesforce

Learn how 360 Behavioral Health boosted revenue by 20%

360 Behavioral Health



Leveraging Lumary's platform, 360 Behavioral Health achieved the following remarkable outcomes:

- **20% Revenue Growth**
- **26% Increase in Billable Hours**
- **Client Intake from 30-days to 10-days**
- **Empowerment of 2500 Staff**
- **75% Faster Reporting**

About
360 Behavioral Health

360 Behavioral Health transforms lives by providing comprehensive, evidence-based services for individuals with developmental delays and their families, empowering clients to achieve better outcomes and lead fulfilling lives through personalized treatment plans.

What Sets Them Apart:
360 Behavioral Health fosters a culture of innovation and impactful experiences across clinics, homes, schools, and communities, emphasizing care, career development, and work-life balance

COMPANY STATS

2500	3000	23
EMPLOYEES	CLIENTS (approx.)	LOCATIONS

360 Behavioral Health

Previous Challenges

Before implementing Lumary's **end-to-end practice management solution**, 360 Behavioral Health grappled with several operational challenges that impeded its ability to grow efficiently and sustainably.

Recognizing the need for an **innovative solution** 360 Behavioral Health chose Lumary's end-to-end practice management platform.

Delayed and Inefficient Reporting

Weekly reports took hours to generate, with outdated data delaying decision-making and relying on manual, error-prone processes.

Intake and Waitlist Management

Manual management of client inquiries and waitlists using email, web forms, and spreadsheets affected efficiency.

Lack of Real-Time Data

Metrics updated weekly delayed insights and actions, hindering timely responses to issues.

Staff Turnover and Satisfaction

High administrative burdens from manual processes and system reliability issues led to a decrease in job satisfaction.

Fragmented Systems

Disjointed systems caused inefficiencies, data synchronization issues, and increased workload due to double data entry and lack of integration with HRIS and data collection systems.

Revenue Cycle Management Inefficiencies

Manual RCM processes led to inefficient billing processes.

Why 360 Behavioral Health chose Lumary

A **scalable and reliable** solution designed to support rapid expansion at an enterprise level without sacrificing clinical care quality.

Personalized service, **expert knowledge** and dedicated support ensures a smooth transition and seamless implementation.

Real-time data visibility through **configurable dashboards** allow for more data-driven decisions for instant actions.

Built on the Salesforce platform, Lumary offers better cybersecurity and **99.9 % guaranteed uptime**, ensuring the safety of sensitive data.

Industry designed workflows and **user-friendly interface** ensures a seamless transition with a higher employee satisfaction.

An end-to-end solution streamlines operations with seamless data collection through an **integration with Hi Rasmus**.

Since the implementation of Lumary in September 2023, we've achieved remarkable operational improvements as we serve nearly 3,000 clients across 23 locations. With over 2,500 dedicated employees benefiting from Lumary, we've experienced record-breaking success and a positive impact on our bottom line increasing revenue by 20%.

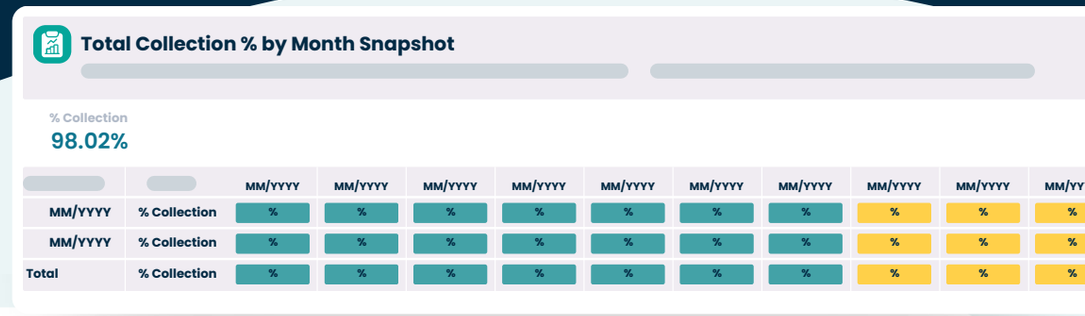
Kate Sheldon Princi

CEO, 360 BEHAVIORAL HEALTH

360 Behavioral Health

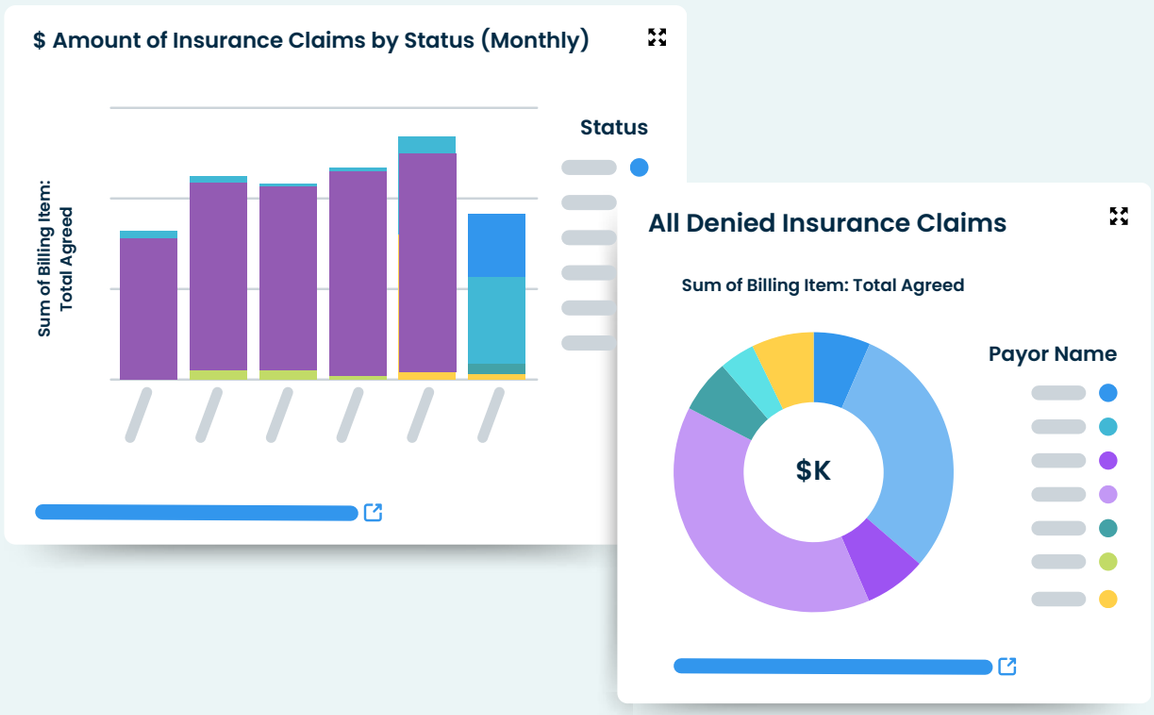
1

Driving 20% Revenue Growth with Streamlined Billing Across Diverse Channels



Previous Challenge

Manual procedures led to time-intensive reviews in billing, delays in data gathering and analysis, and substantial time spent on ensuring timely completions in time cards and authorizations. These challenges hindered operational efficiency and impacted the organization's ability to respond swiftly to issues like denials, ultimately affecting their financial performance.



Key Outcomes

The integration of Lumary's advanced billing and reporting tools resulted in significant improvements in operational efficiency, data accuracy, and a substantial increase of **20% in revenue growth in just 9 months**.

By optimizing billing processes across regional centers, schools, insurance, and patient responsibility channels, 360 Behavioral Health streamlined complex billing nuances.

The **billing team remained the same size**, despite the significant increase in claims and line items.

Reinforced **alignment** of processes between authorization and billing teams to maintain accurate data.

The **billing system's flexibility** allows for targeted and specific payers.

Real-time dashboards have **reduced data gathering and analysis time** from days to instant access, enabling immediate action on issues like denials.

The ability to detect potential authorization issues, such as expiring authorizations, has decreased the number of denials and improved the clean **claim first-time pass rate**.

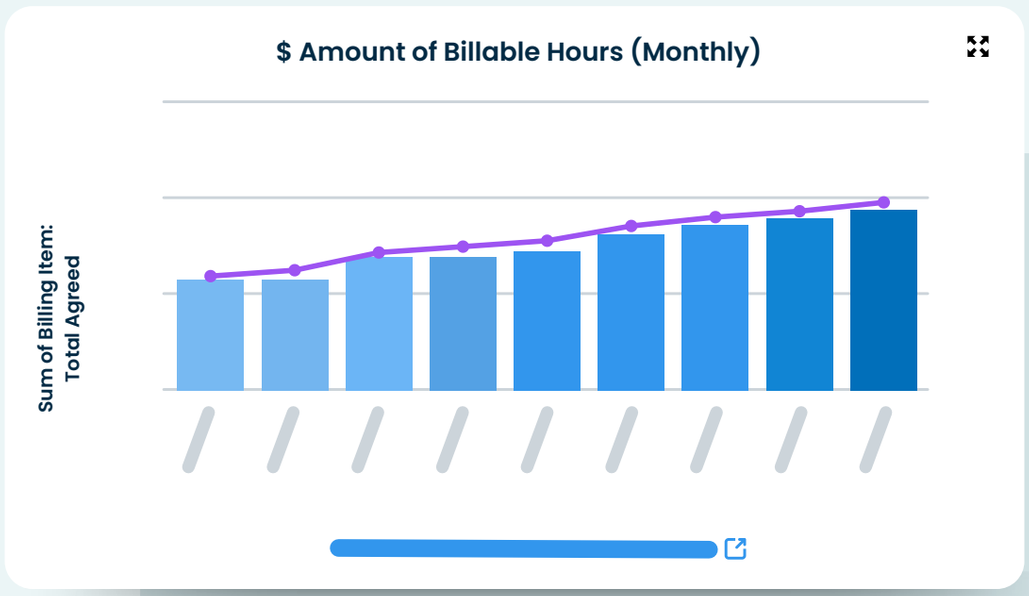
2

Advanced Reporting Drives 26% Increase in Billable Hours Across 23 Locations

Data is now extracted in seconds compared to 5-10 minutes previously.

Previous Challenge

The lack of real-time data and comprehensive dashboards made it difficult to monitor various aspects of operations and clinical outcomes. Metrics updated weekly delayed insights and actions, limiting the ability to make data-driven decisions and respond promptly to issues.



Key Outcomes

360 Behavioral Health saw a **reduction in staff turnover by 40%**, while there was over **15% increase on average billable** hours per employee for all ABA services over the course of 9 months.

The automation of discrepancy identification in scheduling **reduced errors and increased utilization** of staff availability.

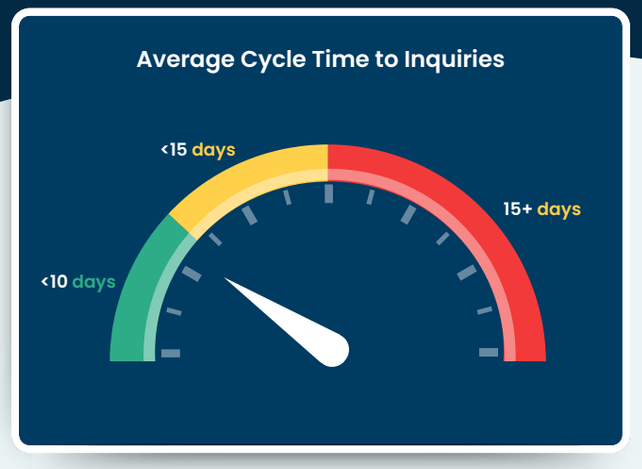
Real-time dashboards replaced weekly PowerPoint reports, significantly **reducing the time required for data analysis & decision-making**.

Increased transparency and confidence among support services teams, leading to **better oversight** of the operational processes.

The integration of parent signatures validations for session completion has **streamlined the billing process** and improved data accuracy.

3

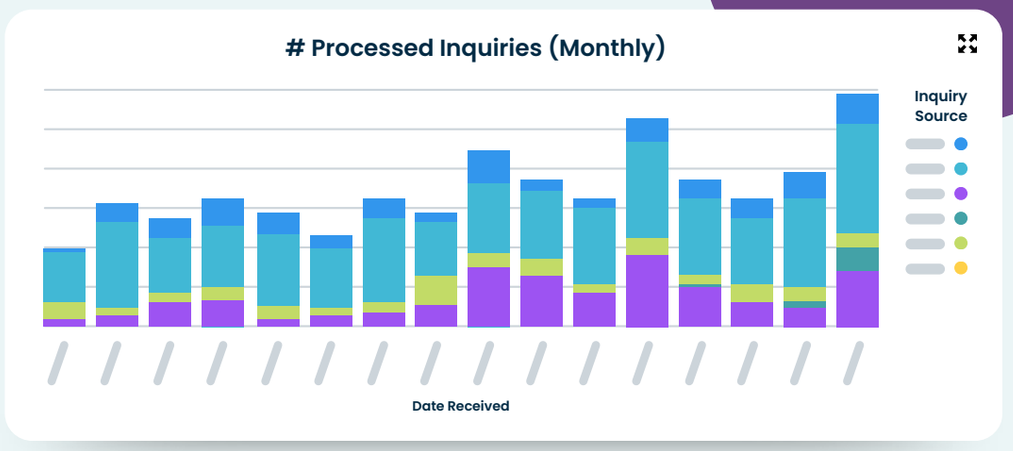
Fast-Tracking Client Intake From 30 Days to 10 Days Cycle Time



Previous Challenge

Managing client inquiries was a manual and cumbersome process. Using a combination of email, web forms, and spreadsheets, tracking and managing incoming client information was inefficient and prone to errors, significantly affecting intake efficiency and time to process.

Processed inquiries grew by 200%



Key Outcomes

The integration of automated workflows has revolutionized the Care Navigation team's ability to manage inquiries efficiently. By automating processes, the team now handles **three times the number of inquiries** while requiring **only 50% more staff than previously needed**.

Improved capacity to manage inquiries, with inbound requests increasing by 200% between February 2023 and June 2024 while increasing the size of the Care Navigation team by only 50%.

Transitioned from weekly PowerPoint decks to a **real-time dashboard** for immediate intake performance insights.

Business Development team uses this data to manage **referral sources** and payer opportunities.

Streamlined processes reduce administrative time, allowing staff to **focus more on family** communication and operational oversight.

4

A Tech Partnership Designed to Empower Thousands of Staff

Migrating data was daunting, but with Lumary's support, we successfully moved close to a million records. Now, our lead administrators build and update reports, significantly reducing the need for support tickets and increasing internal expertise.

Jacob Varela

CLIENT-SIDE PROJECT LEAD,
360 BEHAVIORAL HEALTH

360 Behavioral Health

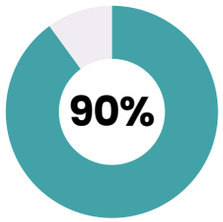
A Tech Partnerhip Designed to Empower Thousands of Staff

According to Deloitte, nearly **70%** of global respondents agree **digital transformation** is the **single most important investment** they can make to drive enterprise value

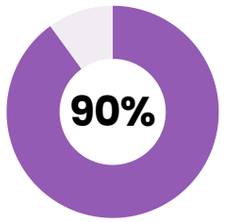
Previous Challenge

360 Behavioral Health struggled with fragmented systems, leading to inefficiencies and data synchronization issues. The reliance on multiple disjointed platforms caused an increased workload due to double data entry and hindered operational performance.

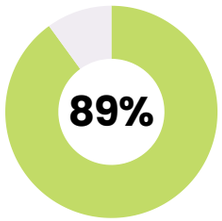
STAFF SURVEY RESULTS



90% of users say Lumary's functionality has improved their daily tasks.



90% of participants would recommend Lumary to their peers.



89% find Lumary's platform user-friendly and intuitive.

*based on feedback from employees surveyed at 360 Behavioral Health

Key Outcomes

Automation and data integration have significantly streamlined the scheduling process, **reducing the need for manual oversight**. Real-time dashboards provide clinical and administrative directors with immediate visibility into session conversions, scheduling errors, and other key metrics, enabling prompt and effective actions to empower staff.

The ease of setting up new sites with Lumary has supported 360 Behavioral Health's **rapid expansion** within California and into Nebraska.

Staff turnover has **decreased by about 40%**.

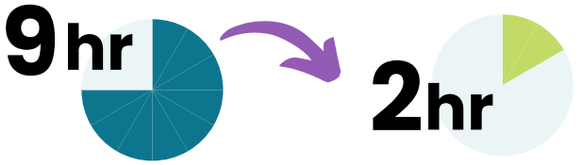
The integration of Lumary has made it **easier to onboard new staff** and ensure they have the necessary training.

Real-time dashboards and preemptive reporting have allowed various departments to **address issues proactively**.

Easy customization and reporting have **enabled staff to create and manage reports** without extensive technical support.

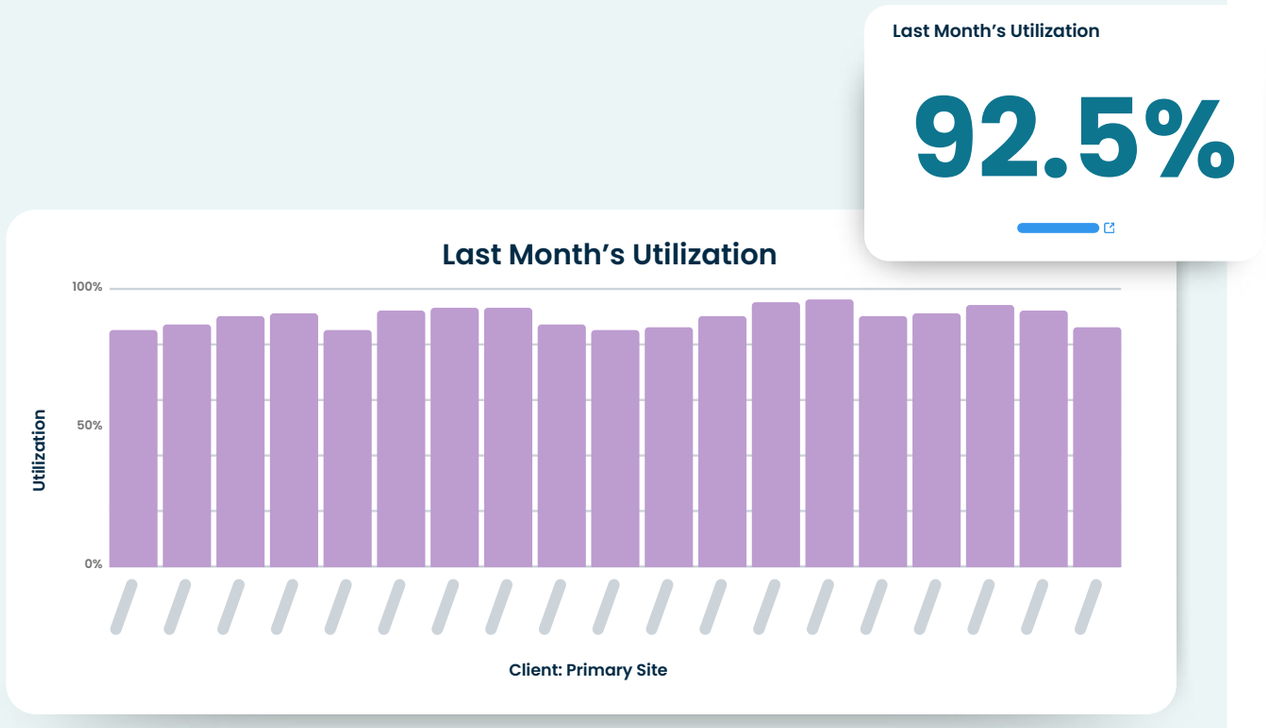
A Tech Partnerhip Designed to Empower Thousands of Staff

Report generation time dropped from



Previous Challenge

Generating reports from the previous system was time-consuming, requiring as much as 10 hours weekly per business area. Outdated reports delayed decision-making and relied on manual, data manipulation, making it challenging to respond promptly to emerging issues.



Key Outcomes

360 Behavioral Health significantly streamlined their reporting and compliance processes with Lumary, enhancing data accuracy and ensuring compliance with payer requirements. This shift allowed staff to dedicate more time to client care and less to administrative duties. Setting up dashboards and reports for **new sites only takes 2-3 hours once** and is accessible to everyone.

The ability to view updated metrics daily, as opposed to at the end of the week, allows for **real-time decision-making**.

The **ability to create and manage dashboards for various metrics**, including utilization, cancellations, and hours remaining, has improved the accuracy and accessibility of data.

Lumary's system has enabled the team to bucket and analyze data by specific funders and service types, **providing deeper insights into service utilization** and operational performance.

The system's capability to **track cycle times from authorization to first appointment** ensures compliance with payer requirements.

Enhanced dashboards and real-time data have allowed for better tracking of service utilization, leading to **improved performance and client outcomes**.

Real-time tracking of inquiry cycle times ensures timely service delivery and **compliance with ethical obligations**.

Lumary isn't just a software provider; they've been a vital tech partner, offering invaluable guidance and support. Their platform empowers us with real-time analytics, streamlining processes from intake automation to revenue cycle management, which is crucial for launching new sites and expanding into new regions.

Kate Sheldon Princi
CEO, 360 BEHAVIORAL HEALTH

360 Behavioral Health

Moreover, Lumary has significantly enhanced our ability to focus on providing the greatest quality ABA services, positively impacting countless young lives. As we continue leveraging Lumary, we look forward to advancing our mission and delivering exceptional care to more children and families in need.

Summary

360 Behavioral Health's partnership with Lumary showcases how a scalable and robust platform can drive transformative change in healthcare.

By leveraging Lumary's advanced solutions, 360 Behavioral Health has streamlined operations, improved service quality, and achieved rapid expansion while maintaining excellent care standards.

Lumary

Ready to unlock your practice's full potential with Lumary?

Join the ranks of successful ABA providers like 360 Behavioral Health.

Start your journey today!

START NOW

Lumary

Better Wellbeing Through Technology

Lumary is a leading global healthcare platform with complete end-to-end care management solutions for ABA, elderly care, disability, and allied health providers. Built on Salesforce, Lumary's industry designed software integrates with specialist applications to create a single cloud-based solution that enables providers to manage their entire organization and workforce in one place.

With Lumary's integrated, industry-specific solutions, providers have everything they need to build a more sustainable business and improve the quality of their care delivery with one easy-to-use platform.

www.lumary.com/us

Lumary's US headquarters are located in Denver, Colorado with offices in Adelaide, Sydney, and Brisbane.

Creating software solutions and products that benefit the community is at the heart of what we do.