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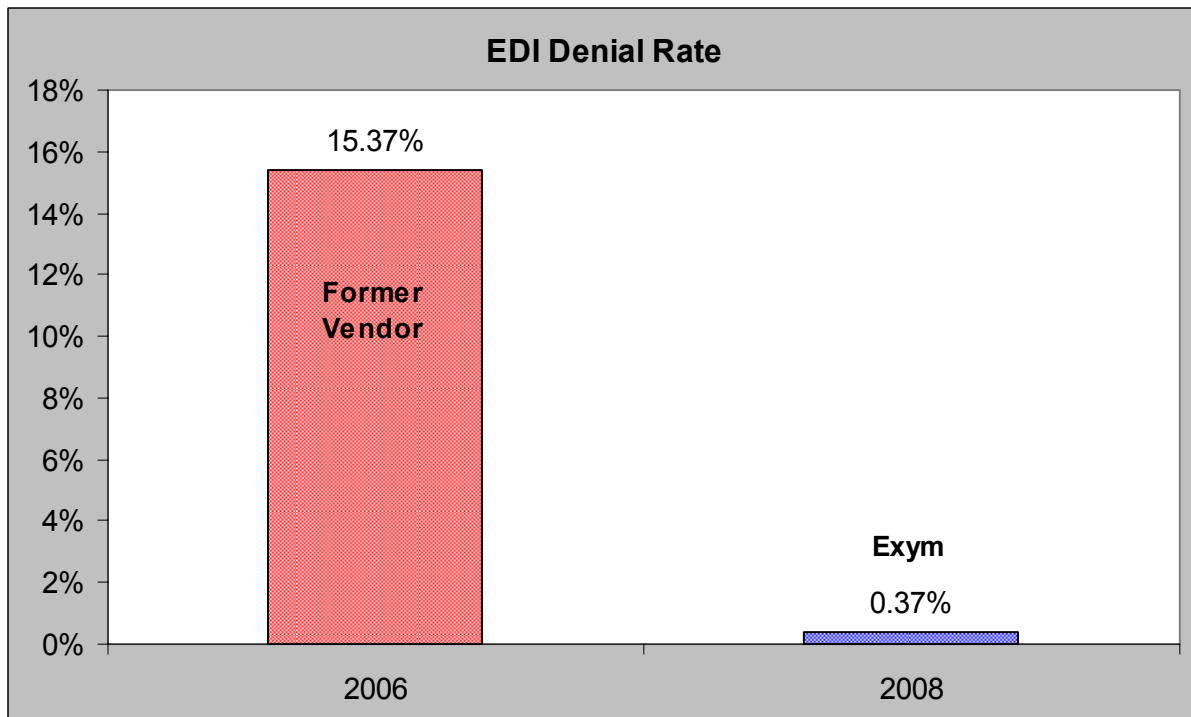
## Intercommunity Child Guidance Reduces Denials to 0.37%

**PROBLEM:** Intercommunity Child Guidance Center (ICGC) was using clinical management and EDI software from another company. However, they experienced significant technical problems resulting in a high rate of denials and claim rejection. In addition, staff was spending extra time tracking down problems which resulted in lost productivity. ICGC needed a new solution, but couldn't wait months for a vendor to get EDI working.

**SOLUTION:** ICGC implemented Exym's clinical management and EDI software to get up and running with accurate electronic billing in a condensed time frame.

**DETAILS:** Exym came up with a method to extract data from ICGC's former system, quickly configured an Exym system for them, then worked with the Los Angeles County Department of Mental Health to expedite the EDI re-certification process. One month later, ICGC began electronic claim processing with Exym.

"We're very happy we switched to Exym. EDI works very well, denials are extremely low, and best of all, the staff like using it," says Charlene Dimas-Peinado, Executive Director of Intercommunity Child Guidance Center.



**RESULTS:** ICGC experienced a denial rate of 1 out of every 6.5 claims using their prior software. After switching to Exym, the denial rate dropped to 1 out of every 270 claims.

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**ABOUT EXYM, INC.:** Exym simplifies the process of billing, documenting and managing mental health services with intuitive and easy-to-use web-based software. Exym is a highly customizable and flexible clinical management solution used by more Los Angeles DMH agencies for EDI than any other vendor.