

Innovation in Action: Art of Recovery's Journey with Patagonia Health

How Art of Recovery Simplified Workflows with Patagonia Health

CHALLENGE

Art of Recovery Services NFP (AOR) is a rapidly emerging not-for-profit Community Mental Health Center (CMHC) based in Libertyville, Illinois. Founded in February 2023, AOR offers a wide range of recovery-focused mental health and behavioral health services, including Assertive Community Treatment (ACT), Community Support, and Therapy Services.

Driven by a mission to provide compassionate, evidence-based care tailored to each individual's needs, AOR helps clients embrace recovery as a non-linear, deeply personal journey.

Despite being a new organization, AOR quickly distinguished itself as an expert partner in the mental health space. Its in-depth knowledge of billing workflows and state-specific requirements positioned the organization to provide valuable feedback to Patagonia Health, a leading behavioral health Electronic Health Record (EHR) provider.

This collaboration led to meaningful enhancements in Patagonia Health's system, particularly within billing functionalities designed for Illinois mental health providers. While Patagonia Health already offered strong baseline features for the state such as IM+CANS optimization and other regulatory forms, it recognized the opportunity to improve billing automation and workflow efficiency to better meet the operational goals and compliance needs of organizations like Art of Recovery.

Paint Points Before Implementing Patagonia Health

- ▶ **Complex Billing Process:** Manual billing procedures created inefficiencies and increased the risk of human error.
- ▶ **Workflow Gaps:** Existing systems lacked the automation and customization needed to meet Illinois-specific billing requirements.
- ▶ **Compliance Demands:** State regulations and documentation standards such as IM+CANS required detailed optimization to ensure full compliance.
- ▶ **Transition Challenges:** Moving to a new EHR system presented training and implementation hurdles typical for new organizations establishing their workflows.

SOLUTION

AOR leveraged its expertise in billing and state requirements to help Patagonia Health refine its EHR system. Together, they implemented several critical improvements:

- ▶ **Automated Billing Rules for Modifier Assignment:** Streamlined complex billing workflows, reducing manual input errors and saving time for billing staff.
- ▶ **Automated Roll-Up Billing:** Consolidated billing data for smoother processing and maximized recognized revenue opportunities.
- ▶ **Additional Mappings:** Introduced customizable mapping functionalities to align billing operations with Illinois regulations, ensuring compliance and optimized integration.
- ▶ **IM+CANS Optimization:** Reviewed and refined design enhancements to improve workflow efficiency from assessment and treatment planning to progress notes.

To ensure success, Patagonia Health maintained bi-weekly check-ins throughout implementation and training. The teams collaborated closely on updates, ensuring that both immediate billing needs and long-term clinical workflow goals were met. Additionally, Patagonia Health implemented several strategies to support AOR's transition

- ▶ **Customized Training:** Developed tailored guides specific to AOR's workflows
- ▶ **Super-User Training Model:** Equipped select staff with in-depth knowledge to support internal training and troubleshooting
- ▶ **Regular Check-Ins:** Continued structured communication to address emerging needs and refine system updated iteratively.

Benefits of AOR's Partnership with Patagonia Health

- ▶ **Operational Improvements:** Automated billing workflows minimized manual effort and reduced errors, improving revenue cycle management.
- ▶ **Enhanced Compliance:** Updated mappings and optimized forms helped AOR meet Illinois-specific documentation and reporting requirements with confidence.
- ▶ **Improved Patient Care:** By streamlining administrative processes, staff could dedicate more time to providing compassionate, personalized

RESULTS

The partnership between Art of Recovery and Patagonia Health demonstrated how collaboration between a software provider and a service organization can drive meaningful change.

Through AOR's feedback and expertise, Patagonia Health achieved significant progress in optimizing its billing automation and clinical workflows for Illinois-based mental health providers. AOR, in turn, realized smoother operations, improved compliance, and more efficient care delivery.

This collaboration strengthened Art of Recovery as an emerging CMHC and positioned Patagonia Health as a trusted partner for behavioral health organizations across Illinois. Together, they established a foundation for long-term impact—advancing the shared goal of improving behavioral health outcomes through technology, efficiency, and compassion.

CONCLUSION

Art of Recovery Services NFP (AOR), a rapidly growing, not-for-profit Community Mental Health Center in Libertyville, Illinois, partnered with Patagonia Health to enhance efficiency and compliance in behavioral health operations. As a new organization navigating complex Illinois billing regulations and documentation requirements, AOR sought a technology partner that could streamline workflows while supporting its recovery-focused mission.

Through close collaboration, AOR and Patagonia Health co-developed critical EHR enhancements, including automated billing rules, roll-up billing features, customized mapping for Illinois compliance, and IM+CANS workflow optimization. Patagonia Health's tailored training, super-user model, and bi-weekly check-ins ensured a smooth transition and successful implementation.

The results were transformative. AOR achieved improved operational efficiency, reduced billing errors, and strengthened compliance with state requirements—all while dedicating more time to patient care. The insights gained from this partnership also enabled Patagonia Health to expand these innovations to other Illinois providers, reinforcing its role as a trusted, state-specific EHR partner in behavioral health.



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