

Case Study

# Discovering \$22,000 in Medicaid Reimbursements

## About The Agency



Founded in 1902, New York & New Jersey

\* **Services & Programs**

Mental Health, I/DD

\* **Awards Member**

Since 2010

\* **Success**

136,000 clients served annually

\* **Operating budget**

Over \$90 Million



## Situation

### Meeting Funding Requirements

Goodwill launched a new outpatient Mental Health program and wanted to ensure compliance with specific documentation requirements set by their funder.

Around the same time, the agency experienced a change in leadership that led to a full review of their data collection and billing processes. The agency was looking for an electronic health record with a robust billing program ensure their billing and documentation would meet new funding compliance requirements.

## Solution

### BillingBuilder + Our Team

Each Foothold client is supported by a dedicated Project Manager and an Implementation Consultant. This team worked with Goodwill to migrate the agency’s documentation process into the AWARDS billing program, BillingBuilder. This feature allows the agency to document everything from intake, progress notes, Wellness Recovery Action plans, and outcomes—all while automatically generating accurate claims.

Building on the experience of similar agencies in the Foothold community, Foothold staff helped identify gaps in Goodwill’s data entry and opportunities to streamline reporting. By fixing these data omissions, the **Foothold team helped discover multiple billable services that were previously overlooked.**

## Results

### \$22,000 in Forgotten Reimbursements

In addition to helping to refine agency operations, **AWARDS and the Foothold team helped Goodwill recoup \$22,000 in Medicaid reimbursements** immediately. These recouped payments helped Goodwill invest even more in programs for the communities they serve.

With a new billing process and a comprehensive electronic health record software in place, the agency could guarantee more accurate billing and documentation compliance in the future.



[These] programs are not simple to run, and I don’t know how we would do it without AWARDS and the support we receive from Foothold. *The money we recouped was a team effort!*