

Case Study

Frisco Primary Care

Situation

Frisco Primary Care has long embraced digital tools to support its provision of mental health screenings and assessments. For more than 10 years, the practice's physicians had relied upon behavioral health software, but in 2022, the developer of the technology in use went out of business.

The practice initially tried to transition to paper screenings and assessments, but this led to operational and administrative challenges. "We found these manual processes to be too time-consuming for both our staff and patients," recalls Karen Gore-Brown, MHA, MBA, ACHE, administrator of Frisco Primary Care.

In addition to the inefficiencies that came from using paper screeners and assessments were concerns about data quality and workflow disruption. "We felt as if our patients were not as transparent with their responses when asked by a staff member or when self-reporting on a paper document," says Gore-Brown. "Also, the scoring process could be confusing at times due to patient error, such as when questions were skipped or when more than one answer was chosen for a question."

Fortunately, Frisco Primary Care didn't need to rely on paper mental health screeners and assessments for long.

Solution

The practice began searching for a replacement digital solution and discovered the Proem Behavioral Health platform. Proem is an evidence-based clinical workflow software engine that helps providers efficiently and accurately identify, diagnose, treat and monitor mental illness and substance use disorders (SUDs).

 **Frisco Primary Care, P.A.**

Frisco Primary Care is an independently owned, internal medicine practice in Frisco, Texas. Its four physicians, who have owned the practice for close to 20 years, conduct about 15,000 patient office visits annually. The practice is known for providing personalized and comprehensive medical care for patients of all ages.



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— Karen Gore-Brown,
MHA, MBA, ACHE

The Proem platform checked several boxes for Frisco Primary Care, says Gore-Brown. “We needed a very simple, easy-to-use software for administering tests and generating the results. The overall cost was also a deciding factor for our practice since we are independently owned and operated.” Proem is designed to be affordable to providers of all types and sizes and easily scalable to account for expanded usage.

Results

Since going live with Proem, Frisco Primary Care has taken advantage of the platform’s flexibility, with the practice’s physicians choosing the screeners and assessments they feel will best meet the needs of their patient population. Frisco Primary Care’s physicians first use Proem’s licensed digital screener to identify if a patient screens positive for one or more of the commonly diagnosed DSM-5 conditions, then run Proem’s comprehensive licensed digital assessment to dig deeper into the condition(s).

Having this data from the screeners and assessments not only helps the physicians make a more accurate diagnosis more quickly, but it also enables Frisco Primary Care to bill for additional tests and demonstrate medical necessity to its payers. “With Proem, we are able to bill and be reimbursed for administering two tests in 30 minutes – the screener and assessment,” says Gore-Brown. “Using Proem to bill for CPT codes 96136 and 96138 has created a new revenue stream for the practice.”

Frisco Primary Care has regained the efficiencies lost when it was forced to move to paper tools. “Proem has improved our practice’s overall process,” says Gore-Brown. “We are screening and assessing more patients than in the past thanks to the ease of use and efficiency of the software.”



Benefits



Easy-to-use



Cost-effective



More efficient
than paper



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