



## PHG moves to ProsperityEHR to handle operational complexity

*How a trusted partnership is evolving to meet tomorrow's challenges*

### ABOUT PSYCHOLOGY HEALTH GROUP

Psychology Health Group (PHG) brings together a diverse team of mental health professionals to serve the Quad Cities community. Psychologists, social workers, marriage and family therapists, and mental health counselors provide individual therapy for children and adults, as well as couples, family, and group sessions. Their practice centers on accessible, comprehensive care that meets patients where they are.

### A PARTNERSHIP BUILT ON TRUST

PHG and ProsperityEHR have worked together for years. When ProsperityEHR rebranded and built an entirely new EHR platform from the ground up, PHG faced a decision: switch to a new, unfamiliar vendor, or move forward with a partner who already understood their workflow and could grow with their practice over time.

PHG chose to continue the partnership. The rebrand to ProsperityEHR represented a complete platform rebuild to modernize the provider experience and advance the goal of helping practices achieve operational excellence. But more importantly, it aligned with what PHG values most: technology that supports their mission to create a home where clinicians can do what they love while making a good living, and where patients receive seamless, compassionate care.

### EVALUATING WHAT MATTERS MOST

The platform transition created a critical opportunity for PHG to evaluate their top priorities in an EHR partner. What would allow their practice to thrive? What would support their clinicians in delivering quality care without burning out on administrative work?

Their providers didn't enter this field to become experts in claims management or billing codes. They needed technology designed to handle operational complexity behind the scenes so clinicians could focus on what they do best: *helping people heal*.



*We've worked with this team for years, and they understand the unique challenges of running a group practice. When they told us about ProsperityEHR, we saw this as the evolution we'd been waiting for—not just in the software, but in how we serve our patients and support our providers.*

Elizabeth Lonning, PsyD, MSCP  
Psychology Health Group

### PHG'S TOP PRIORITIES



#### Reduce administrative burden

so clinicians spend more time on patient care over paperwork



#### Eliminate compliance risk

with documentation built for behavioral health requirements



#### Accelerate revenue cycles

to support hiring and expansion without cash flow constraints



#### Create seamless patient experiences

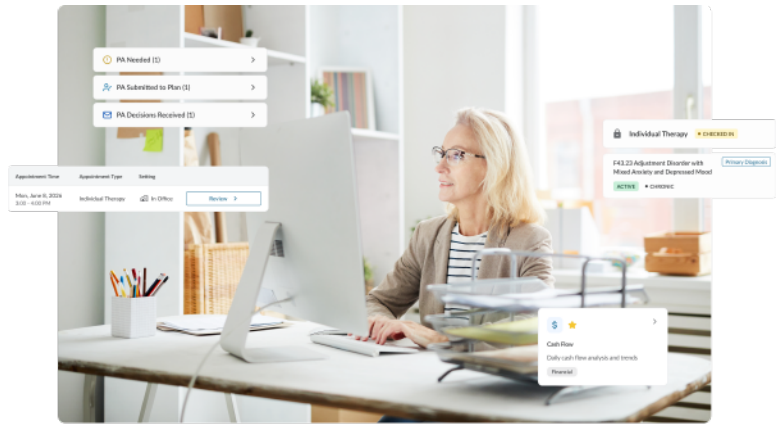
from scheduling through billing

ProsperityEHR delivers on these priorities because we built our platform specifically for behavioral health—not as an afterthought, but from the ground up. Our clinical tools, patient engagement features, practice management, revenue cycle operations, and analytics aren't separate systems forced to work together. They're designed as one integrated platform, which means providers spend their time with patients instead of toggling between screens, support staff handle their work without redundant data entry, and practices have the cash flow predictability they need to hire and expand confidently.

## PARTNER SOLUTION

Most EHR platforms started in medical settings and retrofitted features for behavioral health. ProsperityEHR is different because it's built by behavioral health experts, for behavioral health providers.

- 30+ years in behavioral health tech
- Purpose-built, not adapted
- Embedded insurance clearinghouse
- One platform, complete solution



*We have a minimum of a 93% collection rate on allowed amounts, and that's not necessarily because Psychology Health Group is doing something magical...I think that's because of ProsperityEHR's revenue cycle management system, the balance notifications, the ability to get information about whether insurance is covering or not.*

Elizabeth Lonning, PsyD, MSCP  
Psychology Health Group

### Clinical tools

- Behavioral health-specific documentation templates
- Group therapy notes
- IOP program management
- Treatment planning

### Patient engagement

- Appointment reminders
- Online scheduling
- Secure messaging
- Billing transparency

### Practice management

- Schedule optimization
- Staff management
- Compliance tracking
- Automated insurance eligibility checking

### Revenue cycle management

- Embedded clearinghouse
- Rules-based claim editing
- Dynamic worklists and productivity reporting
- Flexible automation

### Analytics and reporting

- Daily, weekly, and monthly reporting options
- Rules-based queries for custom insights
- BI dashboards
- Automated report delivery

## HOW WE'LL DRIVE IMPACT TOGETHER

- Operational excellence**
  - Automated claims batching and posting
  - Real-time eligibility checks
  - SMS-based patient balance notifications
  - Compliance-aligned documentation templates
- Full Service RCM**
  - Daily visibility into claims and remittances
  - Proactive issue identification (modifiers, credentialing)
  - Managed billing services (end-to-end outsourcing)
  - Revenue cycle consulting

## LOOKING AHEAD

PHG's transition to ProsperityEHR represents a strategic investment in their team's wellbeing, operational efficiency, and ability to expand access to quality mental health care. For practices navigating similar growth challenges—balancing clinical excellence with operational complexity, supporting provider satisfaction while managing revenue cycles—PHG's evaluation process offers a roadmap. The question isn't whether your current systems can get you through today; it's whether they can support the practice you're building for tomorrow.

## Ready to take your practice on a path to prosperity?

Discover how ProsperityEHR can help your practice streamline operations, strengthen revenue cycle management, and focus on providing exceptional patient care.

Contact us