

Small Anesthesia Practice Sustains 90%+ Collections with Arietis Health

Success Story: Superior Service & Technology

8

Provider Group

“ We wish we would have switched sooner, but we’re glad we did it when we did.

Founder, Chris Copely



Ohio-Based

Client Profile

This small anesthesia group in Ohio had set goals to revitalize RCM performance while substantially growing the business. Hear their success story from Chris Copely, Founder and Former Owner of the practice.

The Challenge

After too many months of limited reporting, mid-quality service, and average 70% collections rate with a previous RCM company, practice leadership began searching for new options. After working with Arietis’ founder & CEO Ashwini Kotwal at a previous anesthesia group, Chris wanted to partner with a fellow growth-oriented, data-driven business owner.

“ It just made sense to give them a try and see how they worked out. And honestly it was the best thing we ever did.

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Decision Points

Power Couple: Service Excellence + Tech Innovation

Arietis featured the combination of service excellence and technology innovation that this practice was looking for. On the tech side, Arietis' custom-for-RCM software was built by Ashwini to fit the unique challenges of specialties with complex coding and billing procedures. On the service side, RCM expertise meets data-driven action to create an unmatched level of partnership and support.

“When you combine the customer service that they offer with the technology in the field, nobody can really rival them.”

Data Safety & Control

Too many practices have hesitated or struggled to part ways with an underperforming RCM vendor due to data ownership struggles. With Arietis, the practice maintains complete ownership over their data and information. We provide tools, expertise, and perspective—data ownership and control will always stay with you.

“Their canned reports are better than any of the custom reports we got were getting from other companies.”

Reporting Capabilities

From the start, practice leadership was impressed by the decision-making power packed in each Arietis report. From templated dashboards to quick-click customizations, the accuracy, ease, and depth of insight offered by Arietis sealed the deal.

“Partnerships are complementary. It's a refreshing way of doing business.”

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Results Achieved

Average 90%+ Collections Rate

"We went from 70–80% collections to 90–some percent collections very quickly—and the reporting was phenomenal."

Tenacious Support for Rapid Practice Growth

"At one point we grew around 2,000% percent in an 18-month period—and Arietis was able to keep up with us. They expanded as we expanded and were able to match our growth."

"I had 24/7 access to somebody. If I texted them and told it was emergency, I would have a phone call within 30 seconds. I never ever had to wait for somebody to get back to me."

High-Performing, Data-Powered Hospital Partnerships

"Arietis comes back with a nice dashboard that you can share with your hospital partners, which adds credibility when you're trying to show them how to run their ORs better. Being able to get those reports at the drop of a hat was game changing because we possessed something that most practice leaders didn't. It was the data and the ability to support our arguments when it came to making changes that benefited both our practice and the hospital."

Final Thoughts

While telling this success story, Chris captured the core of what made this partnership work for his 8-provider practice:

"Getting to work with Arietis has been rewarding because you don't feel like a number – you feel like they are actually paying attention to you."