



Results

PROVEN REVENUE RESULTS FROM SIX YEARS AT BLUEGRASS PT:

- **Collection Goals**

Bluegrass Physical Therapy achieved **100%–132%** of its monthly collection goals.

- **A/R Reduction**

The company had reduced the A/R >120 days, protecting clinic's cash flow.

- **Claims Management**

Handled all Workers' Comp, Motor Vehicle, Medicare, Medicaid, and commercial claims.

- **Compliance Maintained**

Maintained compliance through SOX, credentialing, and payer reviews.

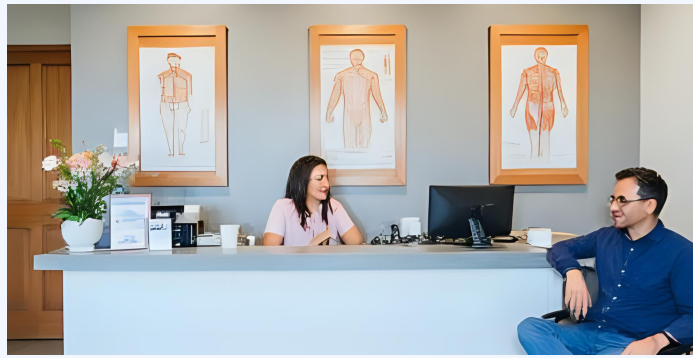
- **Full Operations**

Sole business office manager running billing, credentialing, compliance, contracts, and patient communications.

Key Takeaway

Marketta's six-year leadership at Bluegrass PT shows how disciplined systems and hands-on expertise can sustain and scale clinic performance.

These principles now drive RevQuest LLC's **Revenue Recovery Path™**, helping PT clinics stop revenue leaks and build lasting financial stability.



Bluegrass Physical Therapy (2006–2012) case study

Strategic Growth at Bluegrass Physical Therapy

When Bluegrass PT opened in 2006, there were corporate systems in place but no staff to run them. Marketta Burrell was hired as the sole Business Office Manager, responsible for implementing, adapting, and running every business function while supporting the PT owner directly.

Challenges We Faced

- **Single Staff Model**

All admin duties are managed by one person.

- **Complex Payer Environment**

Workers' Comp, Motor Vehicle, Medicare, Medicaid, and commercial payers.

- **Compliance & Credentialing**

Needed to establish payer contracts, maintain SOX, and review reimbursement rates.

- **A/R Risk**

Without disciplined tracking, potential over-120-day A/R could grow unchecked.

What was Done

To overcome these challenges, Bluegrass Physical Therapy implemented and adapted corporate RCM workflows from day one focusing on the following key areas:

- RCM Systems
- A/R Reporting
- Credentialing & Compliance
- Patient Education
- Vendor Contracts

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