

# Success Story: Elite Clinical Labs

## Trusting the Process Brings Positive Change

**Elite Clinical Laboratory, located in Louisville, KY, is a CLIA and ACHC certified laboratory. They specialize in toxicology, STIs, and respiratory services.**

### The Challenge: Outdated, Manual-Heavy Workflows

Elite Clinical Labs, an independent laboratory specializing in toxicology and PCR testing, was grappling with outdated, manual-heavy workflows in its revenue cycle management. Every claim, regardless of its status, required manual intervention. Diagnosis codes, ordering provider details, and payer-specific data entry were processed by hand. Payments were the same. Each one had to be verified and entered manually, slowing down operations and increasing the risk of human error. Six full-time employees were needed to manage the volume and complexity of its billing cycle.

**58%**  
staff reallocation

### The Solution

Using the automation within TELCOR RCM, staffing needs were reduced by over half – now efficiently managed by two and a half FTEs.

### Implementation

In one year, Vonda had been through six system implementations. The TELCOR implementation stood out dramatically. At first, the rigorous, structured implementation approach seemed excessive to the Elite team. Detailed timelines, bullet points, and process outlines felt excessive. As the process progressed, they quickly realized the value of a proven implementation methodology.

TELCOR's step-by-step method uncovered processes they didn't know they needed. It wasn't just a simple onboarding of a system – **it was about transforming their workflow.** TELCOR's approach anticipated challenges before the team encountered them. The foresight and planning turned what could have been a stressful transition into a smooth and enlightening experience.

### Optimization

Adopting TELCOR wasn't an easy sell initially; it required a shift in thinking. But once Vonda and her team saw the system in action, the value was clear. Clean claims passed through untouched, and the automation ensured time was not wasted on work that didn't need manual review.



Hear Vonda Townsend's  
Success Stories

### Proven implementation methodology:

- Structured process.
- Unique to Elite's billing requirements.
- Step-by-step instructions.
- Full support and guidance from TELCOR team.
- Engaged through KPI completion.
- Transforms workflow.



This transformation opened new doors for optimization. With fewer resources tied up in redundant processes, Vonda began reevaluating staffing priorities. They were able to explore **reallocating personnel into new, strategic departments** like prior authorization or appeals – areas that directly impact reimbursement outcomes. Efficiency doesn't mean losing jobs – it means smarter deployment of talent.

## Trust the Process

For the Elite team, the biggest shift wasn't technological – it was mental. Coming from 30 years in revenue cycle management, Vonda was trained to "work the full account." If a payer changed, everything was corrected immediately. But that instinct led to premature updates and mistakes.

Vonda said, "We learned to trust the system." They let the clean claims move forward without touching them. The team focused on denials. TELCOR RCM is built to handle the heavy lifting, **requiring the team to resist the urge to micromanage every detail** allowing the application to work as intended. Trusting the process reduced errors and freed the team to focus where it mattered.

**"We learned to trust the system."**

### Visibility to:

- Payer performance by geography.
- Payer performance by service line.
- Identify areas of higher reimbursement.
- Identify where to focus growth and marketing efforts.

## Visibility

"One of the most valuable gains from TELCOR has been visibility," said Vonda. As the Director of Revenue Cycle, she now has real-time access to claims metrics, outstanding AR, and detailed data across states, providers, and clients. This level of transparency was a game-changer.

TELCOR understands the nuances of lab billing, especially around jurisdictional rules. The TELCOR RCM application delivers functionality she had not seen in other solutions.

"It's not just operational reporting – it's strategic insight," shared Vonda. Payer performance by geography and service line is now analyzed and areas of higher reimbursement can be targeted. This visibility empowers leadership to **make data-driven decisions about where to focus growth and marketing efforts, driving profitability.**

## Invested in Your Success

What sets TELCOR apart isn't just the software – it's the people. From day one, the TELCOR team showed a deep, genuine investment in Elite's success. "They didn't just teach us how to use the system. They guided us through the transition with care, patience, and insight," said Vonda.

TELCOR encouraged the Elite team to slow down and trust the proven process. When the first batch of remittances were submitted, everything the Elite team worked for was confirmed. "And when that moment came, we saw it: the system worked, and the support was real. TELCOR isn't just a vendor – they're a partner."

## Conclusion

Elite Clinical Labs' journey with TELCOR RCM has been transformative. They have:

1. Reduced manual effort,
2. Optimized the team structure,
3. Gained unparalleled visibility, and
4. Found a true partner invested in their success.

Affirmed by Vonda, "For any lab still buried in manual processes, this isn't just an upgrade – it's a strategic leap forward."

