

How COPE Expanded Telehealth and Streamlined Billing with AxiomEHR

COPE Community Services is a nonprofit behavioral health provider operating 19 clinics across Southern Arizona. With more than 450 employees serving over 15,000 patients, COPE delivers integrated physical and mental health care designed to improve health outcomes and community well-being.



We knew we needed a technology provider that could seamlessly integrate telehealth with its revenue cycle without missing a beat.

Rod Cook

CEO, COPE Community Services

Challenges

COPE was looking to expand its telehealth services while maintaining efficient operations and accurate billing. As demand for virtual care increased in 2020, COPE needed to scale rapidly without compromising quality, compliance, or revenue.

Key priorities included:

- 01** Seamlessly delivering telehealth across all locations
- 02** Internal communication with colleagues
- 03** Supporting a distributed workforce with secure, remote access
- 04** Reducing administrative burden and human error in revenue cycle workflows

COPE needed a solution that was fast, flexible, and easy to adopt—without disrupting day-to-day operations.

Solutions

COPE turned to AxiomEHR to quickly expand and optimize its telehealth capabilities. The AxiomEHR team rapidly implemented updates to support virtual care billing and provided fully configured remote work setups for staff.

Highlights of the implementation:



Billing readiness in 48 hours

AxiomEHR added updated billing codes and modifiers for telehealth, ensuring COPE could capture revenue without delay.



Remote workforce enablement in 72 hour

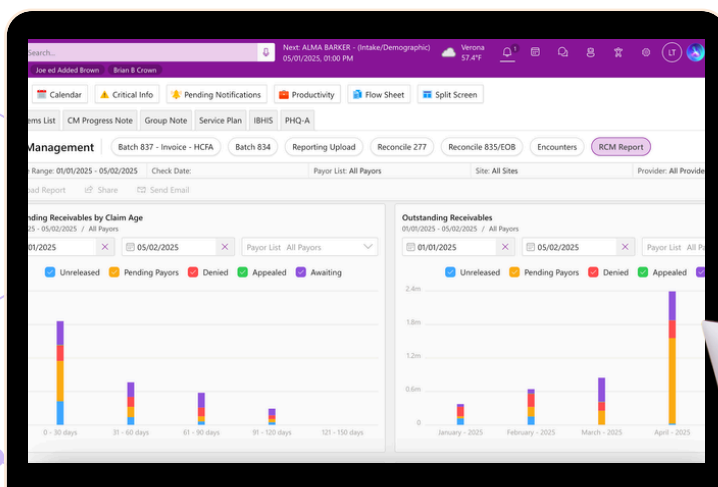
50 pre-configured laptops were delivered and deployed with VPN access, allowing staff to transition to remote work seamlessly.



Staff onboarding made easy

With Zoom-based tutorials and user-friendly design, clinicians were able to get started with minimal training.

AxiomEHR's cloud-based architecture, interoperability, and automated workflows allowed COPE to unify its telehealth services, clinical documentation, and billing processes in one platform—saving time and increasing accuracy.



Results

COPE was able to scale its telehealth model and optimize operations quickly and efficiently:



Wide-Scale Deployment

Telehealth became a core service with fast implementation across all clinics



Billing Made Easy

Improved billing accuracy and speed with real-time updates and automation



Resilient Revenue Stream

No disruption in revenue even as care delivery methods shifted



Faster Staff Onboarding

Streamlined onboarding and ease-of-use reduced staff training time



Streamlined Clinical Focus

Centralized workflows allowed clinical teams to focus on care—not technology

AxiomEHR: Powering operational, clinical, and financial excellence.

COPE continues to use AxiomEHR to drive operational excellence, support hybrid care models, and ensure financial sustainability—all through a single, intuitive system built for behavioral health providers.

Discover how AxiomEHR could help improve performance at your organization, too.

visit www.axiomehr.com



We are one of the few organizations that maintained—and even grew—revenue while expanding virtual care. AxiomEHR played a big role in making that possible.

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