



# CASE STUDY: SPRINGSTONE & PATHS

## COMBINING PAYMENTS FOR HEALTHCARE NETWORK AND CONSULTANTS

CBOSS has a range of clients with unique needs. In this case study, we will highlight Springstone and how their Revenue Cycle Consultants utilize CBOSS for their payments.

Springstone is a network of mental health facilities with over 30 locations across the United States. Since 2013, CBOSS has provided Springstone with payment software solutions that fit the needs of a national healthcare network. Springstone utilizes both the Central payment Portal and CPP OnTime software from CBOSS to offer payments online, at the point of service, and recurring payments.



PATHS is an Accounts Receivable and Revenue Cycle Management company. When Springstone started using PATHS for their A/R management, they wanted the financial reporting to remain centralized for payments made by both Springstone and PATHS staff. PATHS employees can take payments over the phone for Springstone patients in the Central payment Portal. This keeps all of Springstone's transactions in CPP, whether they are at a Springstone facility, online, over the phone with someone at PATHS, making reconciliation streamlined and simple.

Steve Del Pizzo, Director of Revenue Cycle at PATHS, appreciates "the security measures that CBOSS offers, as well as the ability to easily provide a receipt." CBOSS has extensive security and compliance protocols in place to keep our clients and their customers' data safe.

For other organizations who may not take online or over-the-phone payments, Steve says that "A secure [payment] site that is user friendly is a must-have and should be on every provider's agenda to start using." We agree. CBOSS provides secure payments and a user-friendly experience for both your patients and office staff and will gladly work with any of your existing vendors, including banks, processors, EHR, and consultants.

"A secure [payment] site that is user friendly is a must-have"

-Steve Del Pizzo,  
Director of  
Revenue Cycle

### About CBOSS

We are an online payment gateway, specializing in simplifying the payment process for your organization. Since 1997, over 700 organizations have looked to us to deliver feature-rich payment services and solutions that are cost-effective, reliable, and secure.



[www.cboss.com](http://www.cboss.com)

### About Springstone

Springstone is a network of mental health facilities with over 30 locations across the US, whose mission is Changing People's Lives. Springstone will transform the delivery of behavioral health services and solve the largest healthcare challenge of our generation, the lack of access to quality care for mental illness and addiction.



SPRINGSTONE®

[www.springstone.com](http://www.springstone.com)

### About PATHS

PATHS is an A/R and Revenue Cycle Management company with over 400 employees. They work with hospitals and doctors to maximize revenue and improve Revenue Cycle management through a range of services.



[www.hcpaths.com](http://www.hcpaths.com)



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