

Aroostook Mental Health Center Maximizes Data Capture with exydoc PDM

With 60 years of dedicated service, AMHC is the largest behavioral healthcare provider in the region, operating 27 service locations across Aroostook, Hancock, and Washington counties. The agency annually supports up to 5,500 clientele, with a team of 350+ employees delivering a comprehensive range of services in mental health, substance use, crisis, sexual assault, prevention, brain injury, and programs for adults with intellectual disabilities. Guided by their mission, AMHC offers integrated healthcare services that empower individuals to recover and enhance their overall quality of life.



Problem

Like many behavioral health providers, AMHC was managing all of their credentialing data and documentation in spreadsheets and shared folders. With nearly 80 credentialed practitioners, AMHC was finding it difficult to track and organize all of the various detail and documents for efficient practitioner enrollment.



Solution

Seeing a demo of exydoc's Provider Data Management platform, the AMHC leadership team saw this as the solution to meet their growing needs. Working closely with AMHC, exydoc's client success team migrated all their existing data from spreadsheets into the platform which helped to speed the onboarding process and in turn the enrollment function itself. AMHC also took advantage of the built in contract management module in exydoc and captured all payer, vendor and school district contracts.

The integration of exydoc into AMHC's daily workflow has allowed the organization to increase efficiency and reduce resource demand.

AMHC's Chief Executive Officer, Ellen Bemis, CPA had this to say, "Significant workforce challenges has required AMHC to identify new ways to manage the documentation required for serving our clients well. exydoc has allowed AMHC to efficiently consolidate numerous spreadsheets and files into one secure platform. AMHC staff members have shared that exydoc personnel are very responsive, and the platform is user-friendly and fast. exydoc allows them to give more time and attention to the other tasks in their workday."

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