

## CASE STUDY ↘

# West Coast Podiatry Center: DME & Medicaid Reactivations

### Introduction

West Coast Podiatry Center in Bradenton and Sarasota, FL, is the area's leading choice for foot and ankle care. Since 1996, their team has helped over 20,000 patients with their combination of specialized expertise, a caring staff, and cutting-edge technology. We spoke recently with Becky Fisher, Practice Administrator, to learn more about a recent challenge and their recent experience with Dean Dorton.

### The Challenge

Dean Dorton's relationship with West Coast Podiatry Center began earlier this year as a Dean Dorton Healthcare Solutions client due to a recent deactivation of their group DME enrollment. A DME deactivation means that a Durable Medical Equipment supplier's Medicare billing privileges have been stopped, preventing them from receiving payment for services until they correct the issue and submit an application for reactivation. This can occur for various reasons, such as not submitting claims for a set period, failing to report changes to their enrollment information, or being non-operational.

### The Solution

Dean Dorton began working closely with West Coast Podiatry to get their DME enrollment reactivated in a timely fashion. We collected all the necessary documentation and were able to get their DME reactivated in under two months of submission. In light of the reactivation occurring so quickly, the practice reached out requesting additional support from Dean Dorton Healthcare Solutions on the Medicaid side, and became an annual client. Dean Dorton has provided the practice with confidence that their Medicare and Medicaid enrollments will be maintained moving forward, allowing the practice to focus more on patient care.



### Why Dean Dorton?

Dean Dorton works collaboratively with healthcare organizations to improve financial and operational performance. From enterprise-wide risk assessments to revenue cycle optimization, our team is proud of the many years of deep relationships we have with hospitals, health systems, and physician groups. We take great pride in allowing our healthcare clients to focus on the demands of their clinical operations while we provide tactical and strategic resources to assist with technology, accounting, revenue cycle, compliance, tax, and other services.