



Where Mission-Driven Values Meet Exceptional Patient Care



THE CHIRO ONE APPROACH

Chiro One offers comprehensive chiropractic care, specializing in customized treatments for musculoskeletal pain patients. With locations across the country, our chiropractic doctors provide high-quality, accessible chiropractic care options for patients.

Unique Care Model

Our doctors provide gentle yet effective manual adjustments to promote proper alignment. This method, combined with active therapies prescribed to patients, supports recovery, reduces pain, improves mobility, and increases range of motion. With Chiro One methodologies, our patients experience consistently high outcomes and report high rates of satisfaction.

Helping a Growing Geography of Patients

Founded in 1992 in the Chicagoland area, Chiro One Wellness Centers now operates over 70 clinics across the country. With an increased public focus on the opioid crisis and overall health and wellness, the demand for chiropractic care continues to grow. Chiro One is a mission-driven company, dedicated to impacting every community by helping people live better lives.

TAKE YOUR
PRACTICE TO
THE NEXT
LEVEL



Operational
Excellence



Patient
Acquisition



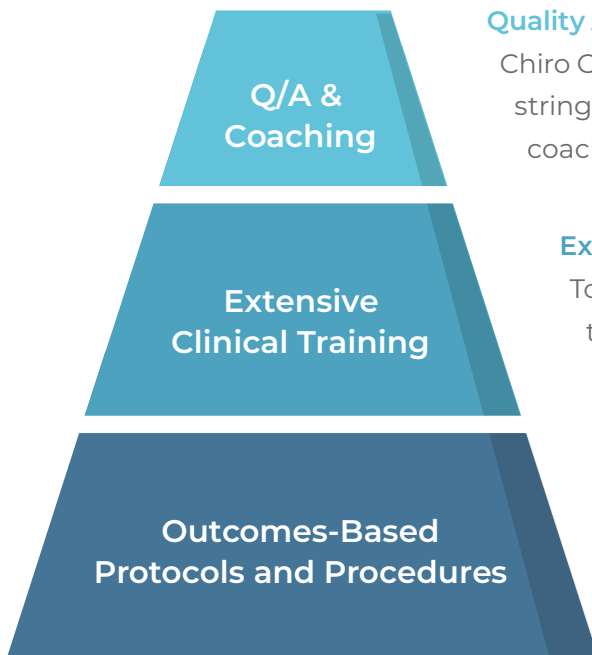
Revenue
Cycle



Functional
Business
Support

OPERATIONAL EXCELLENCE

At Chiro One Wellness Centers, we ensure our patients receive exceptional care with a framework of standardized operational procedures, extensive clinical training, and ongoing quality assurance and performance coaching.



Quality Assurance and Performance Coaching

Chiro One maintains high standards of quality control by utilizing a stringent performance rating system and a dedicated performance coach team, who ensure consistent practices across all clinics.

Extensive Clinical Training

To ensure that providers are equipped to master the Chiro One treatment methodology, doctors are supported with a comprehensive educational program and ongoing training sessions.

Outcomes-based Protocols and Procedures

Our unique standardized protocols and procedures arm our doctors with an optimized treatment recommendation process that adheres to payor guidelines and yields positive patient outcomes.

STANDARD PROCEDURE COMPONENTS	CLINICAL BENEFIT
Proprietary Treatment Guidelines & Outcomes-Based Care Model	Enables development of high-quality care plans that are recognized by the industry and by payors, increasing positive outcomes
Bullet-Proof Medical Record Forms & Documentation	Capitalizes on expected payor reimbursements by minimizing post-payment claims review and medical necessity denials
In-House Certified Technician Training	Reduces doctor examination time on patient histories, vitals, X-Rays, and optimizes appointments
Effective Floor Plans & Active Rehabilitation Set-ups	Optimizes clinic space for reimbursable services and multi-patient management
Daily Dashboard Reporting on Clinical Stats & Patient Journey	Provides live robust information (from EHR), and resolves patient retention or payment collection issues



Chiro One's corporate teams have done a great job helping my clinical teams grow, and they provided excellent guidance along the way. What an amazing opportunity to make a profound impact in the chiropractic profession. I highly recommend the Chiro One acquisition experience to any practice owners who want to take their clinics to the next level.

Matt Frahm, D.C.



Our marketing team creates patient touchpoints at each stage of the patient journey to educate prospective patients about our services, inform decisions with diverse content, and simplify the process of making and keeping appointments.

PATIENT JOURNEY MARKETING INITIATIVES AT EVERY STAGE



Marketing Expertise and Support

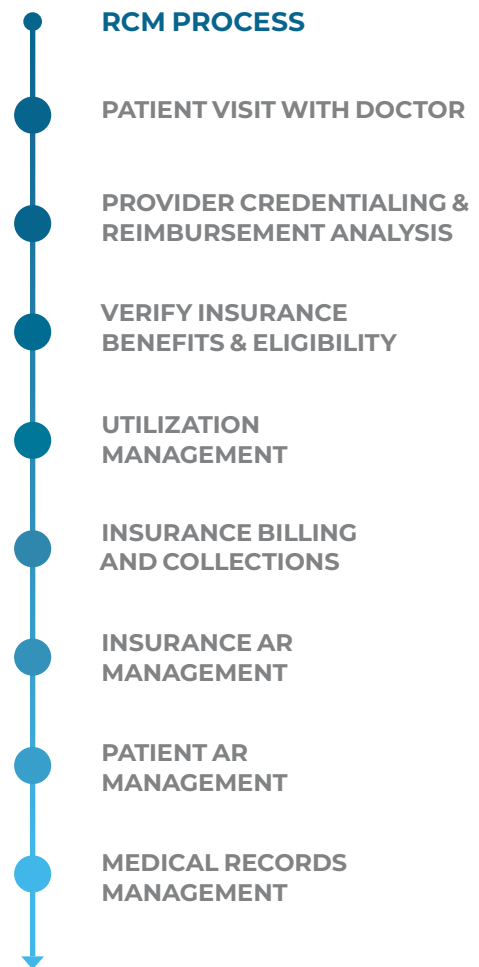
Our team of highly-skilled marketing professionals excel in digital media, sales, website development, customer service, content creation, design, and analytics. Prior to the brand transition to Chiro One, our marketing integration manager will work with your team to learn about your current initiatives and share marketing best practices. Together, we will create and execute interim joint marketing initiatives to grow patient volume. Once your clinic fully transitions to the Chiro One brand, you will receive full marketing support including digital, wellness screening events, and patient referral programs.

After 17 years of owning my own practice and struggling with insurance claims, collections, and denials, it's AMAZING to have an incredible team of experienced people handle the revenue cycle process so seamlessly. **Kevin Schultz, DC**

REVENUE CYCLE MANAGEMENT

TVG-Medulla's revenue team manages a full spectrum of tasks associated with billing and collections throughout the entire revenue cycle process, from the initial patient visit to payment collection. Our team's guidelines ensure prompt and accurate reimbursement for services.

-  **Billing and Collections**
Our team of experts deliver immediate value by implementing robust, streamlined and systematized billing, claims/AR management, and collections protocols.
-  **Compliance**
Our revenue cycle team lends extensive knowledge and experience with all coding, payor and regulatory compliance aspects of the billing cycle to keep all billing, coding and collections practices compliant and ethical.
-  **Case/Utilization Management**
Our revenue cycle process reviews all aspects of the clinical file to ensure that care recommendations and delivery comply with established clinical and payer guidelines



Functional Business Support Teams

Our corporate staff brings a wealth of industry knowledge and expertise, along with forward-thinking strategies that have built multiple successful chiropractic brands and driven largescale geographic expansions. Our teams include professionals in strategy, marketing, finance, revenue cycle and billing, operations management, information technology, legal, human resources and facilities management.