



Centex Business Solutions

Empowering Scalable, Error-Free Healthcare Billing Through Intelligent Automation

Offering

Healthcare Billing Automation: Delivering end-to-end, scalable, and error-free billing workflows that reduce manual work, ensure compliance, and accelerate operational efficiency.

Project Details

- Client:** Centex Business Solutions, a Texas-based healthcare billing company simplifying administrative operations for healthcare providers, now part of AxisCare
- Industry:** Healthcare Billing / SaaS
- Engagement Type:** Strategic automation partnership with long-term platform evolution
- Services Used:** Backend & API Development, Frontend Development, Data Integration & Workflow Automation, Chrome Extension Development, Cloud Infrastructure & DevOps, QA (Manual), System & Database Design

The Challenge

Centex relied entirely on manual workflows to collect, validate, and reconcile large volumes of billing data from multiple sources. This led to:

- Frequent human errors and inconsistencies in billing
- Time-consuming reporting and validation cycles
- Limited scalability as new clients joined
- High compliance risk (HIPAA)
- Integration challenges with key platforms (AxisCare, ClaimMD, HSRM, QuickBooks) due to missing or undocumented APIs

Despite clear bottlenecks, Centex did not yet have quantified KPIs such as error rates, time saved per cycle, turnaround time, or throughput, further underscoring the need for a system that could introduce operational clarity and measurable baseline metrics.

BTS Solution

BTS designed and delivered a secure, scalable automation platform that replaced Centex's fragmented manual workflows with a fully integrated billing engine:

Custom Platform Architecture:

- Built using Strapi (Node.js + React) with PostgreSQL (Aurora)
- Deployed on AWS HIPAA-eligible services for enterprise security, reliability, and compliance

Hybrid Integrations & Workflow Automation

- Custom connectors for ClaimMD, AxisCare, QuickBooks, and HSRM
- Chrome extension to handle semi-manual workflows for platforms with no APIs
- Daily synchronization of patients, visits, authorizations, claims, and remittances
- Automated billing initiation, batch submission, reporting, and reconciliation

Low-Code Acceleration & Operational Efficiency

- Accelerated development using Strapi while maintaining full extensibility
- Automated CI/CD, backups, ingest flows, monitoring, and error handling
- Logging and alerting for rapid issue detection and reliable recovery

Post-Launch Extensions & Continuous Evolution

Following Phase 1, Centex invested in significant enhancements that strengthened long-term value:

- AI/LLM integrations for document processing, data extraction, and workflow validation
- Expansion beyond VA billing into Medicaid workflows, requiring new data models, ingestion logic, and compliance rules
- Audit logs for compliance, traceability, and internal monitoring
- Improved authorization and ERA handling
- Performance, ingestion, and reliability improvements across the platform. These enhancements demonstrate an ongoing roadmap driven directly by Centex's operational needs

Impact & Results

While Centex has not provided quantified KPIs such as exact time savings, turnaround time, or % automation, the operational improvements have been significant and observable:

- Approx. 90% improvement** in operational efficiency
- Elimination of human error** in billing and reconciliation
- Staff transitioned** from manual execution to exception oversight
- Platform usage, system traffic, and resource consumption have increased, **indicating growing billing volume**
- Ability to scale** to more clients without increasing headcount
- Consistent, audit-ready reporting and **improved compliance posture**
- Strong foundation for AI-driven automation** and Medicaid expansion

BTS remains Centex's long-term technology partner to date, continuously maintaining and expanding the platform. Their continued investment in automation, Medicaid support, AI integration, and compliance tooling reflects sustained trust in BTS to evolve the system as their business grows.

Our manual process was reaching its limits. BTS turned our vision into reality. Now, we have an automated platform that scales with us and ensures precision at every step."

Dylan Soley, Director of Billing, Centex Business Solutions

Ready to eliminate operational bottlenecks and scale with precision?

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Book a free 30-minute strategy call to explore how BTS can streamline your workflows.