

Colorado PI Firm Cuts Costs and Streamlines Record Retrieval

“Arctrieval saves us more time than any other software we use,” Jordan Travis



TRAVIS LEGAL OFFICES, LLC

Year Founded: 1999

Location: Castle Rock, CO

Practice Areas: Vehicle Collisions, Pedestrian Collisions, Bicycle Collisions, Wrongful Death, Insurance Bad Faith

travislegaloffices.com

The office delivers hands-on representation for injured Coloradans, staying closely involved in every case to ensure clients are supported, heard, and never treated like a number.

Jordan Travis

Attorney

Mackenzey Anderson

Lead Paralegal

The Challenge

As Travis Legal Offices' caseload grew, so did the administrative burden of managing medical and billing record requests.

The lead paralegal was spending more than 20 hours each week drafting requests, collecting signatures, and following up with providers—time that could have been for litigation strategy and direct client support. Each request required multiple manual steps, including mailing authorization forms, researching provider contacts, and tracking their status.

It became increasingly difficult to monitor the status of each request and keep track of providers. The lack of standardization led to missed details, provider pushback, and occasional denials due to outdated or incomplete forms. Frequent changes in provider networks also complicated the process, with large systems often unable to confirm records ownership or return accurate contact details.

Manually renewing HIPAA authorizations every 90 days created additional friction with clients, who were already anxious for case updates. Time spent chasing forms added pressure to the team and diverted attention from higher-value work.

It became clear that continuing with a manual process would limit the number of new cases the firm could

take on without overloading staff or compromising the quality of service.

The Solution

The firm adopted Arctrieval, a software solution designed to automate the record retrieval and management process. The firm was immediately able to benefit from several key features:

- **Pre-populated Requests:** Arctrieval empowered the team to generate HIPAA-compliant requests with just a few clicks, significantly reducing manual data entry and saving time.
- **Automated Follow-Ups:** The system automatically followed up with medical providers, ensuring that overdue requests were addressed quickly without requiring constant staff intervention.
- **Smart Search Capabilities:** Arctrieval's expanding provider database made it easier for the team to find medical facility contact details, reducing research time.
- **HIPAA Compliance:** Arctrieval helped the firm stay up-to-date with the latest changes in HIPAA laws, ensuring the firm's medical records requests remained compliant and reducing the number of denials.

I used to spend 15 to 20 hours a week managing records. With Arctrieval, it's down to just three to five. Records come back faster, and I'm not wasting time chasing down denials or outdated forms. It's transformed our practice.
Mackenzy Anderson

The system's ease of use enabled the newest paralegal—who had no prior PI experience—to get up to speed quickly and contribute to the firm's workflow almost immediately.

The Result

The firm chose Arctriever to bring the record request process in-house, gaining visibility and control through a centralized, automated platform. By implementing Arctriever, the firm experienced significant improvements:

- **Time Savings:** The firm regained 15-17 hours per week previously spent managing records. This allowed staff to focus more on case strategy and client interaction.
- **Faster Record Turnaround:** Arctriever's automated system for request generation and follow-ups retrieved records much faster than manual methods, resulting in quicker case settlements for many clients.
- **Reduced Cost for Records:** Arctriever allowed the firm to spend substantially less money on records fees, helping clients keep more of their award money.
- **Increased Case Load Capacity:** Streamlining the administrative process with Arctriever allowed the firm to take on more cases without compromising the quality of service, opening up opportunities for growth and expansion.

We got the MRI images back within a week, which would never have happened with the old manual system. The animation was done well within the deadline, and the case ultimately settled for a significant sum. Arctriever allowed us to meet that tight deadline and present a compelling case,

Jordan Travis

Key Impact: Meeting a High-Stakes Deadline

The firm needed to secure MRI images within a 30-day window to prepare a surgical animation for a cervical injury case. Under the old manual system, this would have been nearly impossible. With Arctriever, the team submitted the request quickly and received the images in less than a week—giving them ample time to complete the animation and meet the expert disclosure deadline.

Cost-Effectiveness and Efficiency

Jordan Travis emphasized the value of Arctrieval's flat-fee pricing model:

The flat monthly fee with unlimited requests is a game-changer. We send out roughly fifty requests a month and compared to what we'd pay using a third party, it's a tenfold savings. The substantial cost savings make record retrieval incredibly efficient for us.

For a small firm focused on maximizing the value of every case, keeping the records process in-house allows for greater efficiency and control. Arctrieval not only saves money—it helps the team stay lean without compromising service quality. Records are delivered directly to the firm, reducing turnaround time and eliminating delays caused by third-party intermediaries.

Positioned for Growth, Focused on Clients

By adopting Arctrieval, Travis Legal Offices streamlined its records retrieval process—reducing administrative overhead, turnaround times, and denials. With automation and centralized visibility, the firm can now manage more cases without increasing staff or sacrificing service quality.

The system's efficiency has allowed the team to stay competitive while remaining focused on client outcomes, which has always been the firm's priority.

A single paralegal can now easily handle 50-plus record requests a month. With Arctrieval, that would probably be scalable to 250–300 medical and billing records requests without adding more staff. That's crucial in a small firm,
Jordan Travis



See how Arctrieval can solve your record challenges. Request a demo at Arctrieval.com