



AI-Powered DME | HME Operating Platform

Platform Capabilities Guide

Everything your DME, HME, pharmacy, or homecare business needs to intake patients, bill over 11,000 insurance plans, manage refills and rentals, and collect more revenue — in one cloud-based platform.

Since 2012

Built for DME | HME

11,000+

Billable insurance plans

AI-powered

Documents, AR & claims

SaaS + RCM

Software plus managed billing

OUR STORY

Built by DME people, for DME people.

BFLOW® was founded in 2012 with a simple conviction: durable medical equipment providers deserve software built around the way they actually work — not a generic medical billing system with DME features bolted on.

Our founding team comes from inside the industry — billing, revenue cycle management, accreditation and compliance, software engineering, and DME operations. We have lived the problems this platform solves: documentation chasing, same-and-similar denials, rental billing that breaks, refills that slip through the cracks, and cash flow that stalls while claims sit in queues.

More than a decade later, BFLOW® has grown into a complete operating platform for DME, HME, sleep, pharmacy, and homecare businesses — now powered by AI that reads documents, works your AR, and automates the busywork between intake and payment.

We would be honored to show you what it can do for your business.

Ted Jones

Chief Executive Officer, BFLOW Solutions, Inc.

A platform that has grown with the industry

- **2012** BFLOW Solutions founded in California by industry operators.
- **2016–2020** Workflow Optimization Suite matures: intake, claims, mobile delivery, payment posting.
- **2021–2024** Full revenue cycle automation — eligibility, claim scrubbing, ERA auto-posting, denial management.
- **2025–2026** AI generation: BFLOW Tuul AR intelligence, automated document digestion, Retail POS, modern cloud re-architecture.

THE PLATFORM

One platform. Your entire workflow.

The BFLOW® Workflow Optimization Suite connects every step of your business — from the moment a referral arrives to the day the payment posts — in a single, 100% cloud-based system.



Smart Patient Intake

Fast, guided intake with NPI-registry physician lookup, automated PECOS enrollment checks, and document capture from day one.



Billing & Claims

Create, scrub, and transmit clean claims to 11,000+ insurance plans with built-in compliance checks and daily status visibility.



Refills & Rentals

Automated recurring billing for rentals and supply refills — schedules, caps, and resupply outreach handled by the system.



AI Document Digestion

Incoming faxes, prescriptions, and chart notes are read automatically, indexed to the patient, and routed to the right queue.



Payments & Denials

ERA/835 auto-posting reconciles payments in minutes; the AI-powered Tuul worklist tells your team exactly which claims to work next.



Mobile & Retail POS

Deliver and capture signatures in the field with BFLOW Mobile; sell on the floor with a DME-native point of sale.

HOW WORK FLOWS THROUGH BFLOW®

Intake → **Documents** → **Eligibility** → **Claim** → **Delivery** → **Payment** → **AR & Denials**

Every step is connected. No re-keying, no swivel-chair, no lost paperwork.

Smarter patient intake, cleaner claims later.

Denials are won or lost at intake. BFLOW® front-loads the compliance work so claims go out clean the first time — without slowing your CSRs down.

Guided intake

- **NPI registry lookup.** Add a physician by entering an NPI — BFLOW® pulls all provider information from the national registry automatically.
- **PECOS enrollment checks.** Eliminate denials from non-enrolled providers; status is checked automatically every day and shown right on the claim.
- **Insurance & eligibility verification.** Confirm coverage, same-and-similar history, and patient responsibility before the order ever ships.

Documentation from day one

- **Medical necessity on file.** Maintain a complete, secure medical document history for every patient, tied to every order.
- **E-sign & capture.** Collect signatures and required forms digitally — at intake, at delivery, or anywhere in between.

Day 1 Compliance starts at intake — not at the audit.

Bill 11,000+ plans from one screen.

The BFLOW® billing engine was built specifically for DME | HME claims — rentals, resupply, capped purchases, modifiers, and all the payer quirks that generic billing systems miss.

Clean claims, the first time

- **Built-in claim scrubbing.** Edits and validations catch missing modifiers, units, and documentation before transmission — not after the denial.
- **Electronic 837 transmission.** Primary, secondary, and tertiary claims flow electronically with daily status visibility on every claim.
- **Medicare, Medicaid & commercial.** One workflow across government and commercial payers, including HMO and managed-care plans.

Built for DME complexity

- **Rental claim logic.** Capped rentals, recurring monthly billing, and rental-to-purchase conversion handled natively.
- **HCPCS & product catalog.** Items carry the codes, units, and pricing rules so billers are not memorizing payer policy.
- **Work queues & assignments.** Claims route to the right person automatically, with full audit trails on every touch.

11,000+ Insurance plans billable through BFLOW®.

Payments post themselves. AI works the rest.

BFLOW® closes the loop on every claim: remittances post automatically, denials are categorized, and our AI-powered worklist — BFLOW Tuul — shows your team exactly where the money is.

Automated payment posting

- **ERA / 835 auto-posting.** Electronic remittances reconcile in minutes, with payments, adjustments, and patient responsibility applied line by line.
- **Adjustment intelligence.** Denial and adjustment codes are captured on every line so nothing gets buried in a lump-sum posting.

BFLOW Tuul — your AI AR analyst

- **Prioritized worklists.** Tuul ranks your AR by value, age, and winnability so your team works the oldest, highest-value claims first.
- **Denial patterns surfaced.** See which payers, products, and error types are driving denials — and fix the root cause, not just the claim.
- **Aging your way.** Slice AR by date of service or billed date, summarized or down to the claim line.

Minutes, not days From remittance received to payments posted.

Refills and rentals on autopilot.

Recurring revenue is where DME businesses make their money — and where most software breaks down. BFLOW® automates the entire resupply and rental lifecycle so revenue never slips through the cracks.

Resupply & refills

- **Automated refill scheduling.** Eligible patients surface automatically when supplies come due, based on payer frequency rules.
- **Compliant outreach.** Document patient contact and need confirmation before the order ships — audit-ready by default.
- **One-click reorder.** Refill orders carry forward documentation, insurance, and delivery details — no re-keying.

Rental management

- **Recurring rental billing.** Monthly rental claims generate and transmit automatically for the life of the rental.
- **Capped rental tracking.** The system tracks rental months, conversion points, and purchase caps per payer rules.
- **Asset visibility.** Know what equipment is in the field, with which patient, and where it is in its billing cycle.

Set it once Rentals and refills bill themselves, month after month.

Documents that read themselves.

Your team should not spend its day renaming faxes. BFLOW® automatically digests incoming documents — reading, classifying, and attaching them so the paperwork keeps up with the work.

Automated document digestion

- **AI reading & extraction.** Prescriptions, CMNs, chart notes, and orders are read automatically; key data is extracted and matched to the patient and order.
- **Smart classification.** Documents are typed and indexed on arrival — no manual sorting, naming, or filing.
- **Audit-ready storage.** Every document lives on the patient record with full history, supporting medical necessity for every claim.

The pricing & work inbox

- **Centralized inbox.** Incoming work — documents, tasks, and exceptions — lands in one queue with clear ownership.
- **Pricing intelligence.** Items carry payer-specific pricing and fee schedules, so quotes and claims always match the contract.
- **Exception routing.** Anything the AI cannot resolve routes to a human with the context already attached.

Hours back, daily Document handling that used to take a full-time employee.

From the warehouse to the living room.

BFLOW® goes where your business goes — deliveries in the field, retail sales on the floor, and cash-and-carry at the counter — all tied back to the same patient record and inventory.

BFLOW Mobile delivery

- **Real-time signature capture.** Drivers capture proof of delivery and patient signatures on a phone or tablet — synced instantly to the order.
- **Delivery workflows.** Stops, items, and setup instructions travel with the driver; completed deliveries trigger billing automatically.

DME-native Retail POS

- **Mobile-first floor selling.** Ring up sales anywhere on the floor from an iPad or Android tablet — no fixed register required.
- **Integrated payments.** Card processing built in through our BASYS payments integration, with transactions posting straight to the patient account.
- **One inventory.** Retail, rental, and billed inventory live in one system — sell a unit on the floor and your counts, costs, and reporting update everywhere.

One system Retail, delivery, and billing share the same record — nothing re-keyed.

See everything. Or let us run it for you.

BFLOW® gives owners complete visibility into the business — and for teams that want help, our managed billing service puts industry RCM experts to work inside your own system.

Reporting & financials

- **AR at a glance.** Identify within minutes where your cash sits — aged by days, broken down by dollar range, payer, and product.
- **Sales & commission tracking.** Set commission rates by amount billed or payments received, straight percentage or by department and product.
- **Operational dashboards.** Intake volume, claim throughput, denial rates, and collections — visible in real time, exportable on demand.

Managed RCM & billing services

- **Full-service billing.** Our experienced RCM team can run intake-to-payment billing and collections as a managed service — inside your BFLOW® instance, with full transparency.
- **Flexible engagement.** Use us for overflow, cleanup projects, or as your complete back office.
- **Industry expertise.** A team that lives in DME | HME billing every day — payer rules, audits, appeals, and all.

Software + service The only platform that can also staff your billing department.



See it on your own claims.

The fastest way to evaluate BFLOW® is a live demo with your real-world scenarios — your payers, your products, your workflows. Most demos run 30 minutes and most teams are live within weeks, not months.

WHY TEAMS CHOOSE BFLOW®

- Built exclusively for DME | HME since 2012 — by people from the industry
- 100% cloud-based with nothing to install, and AI working alongside your team
- End-to-end: intake, documents, claims, refills, rentals, delivery, POS, payments, AR
- Backed by a team that can also run your billing as a managed service

Request a demo

[Book a Demo](#)

Web: bflowdmebillingsoftware.com

Email: sales@bflowsolutions.com

Your representative:

Name

Phone / Email