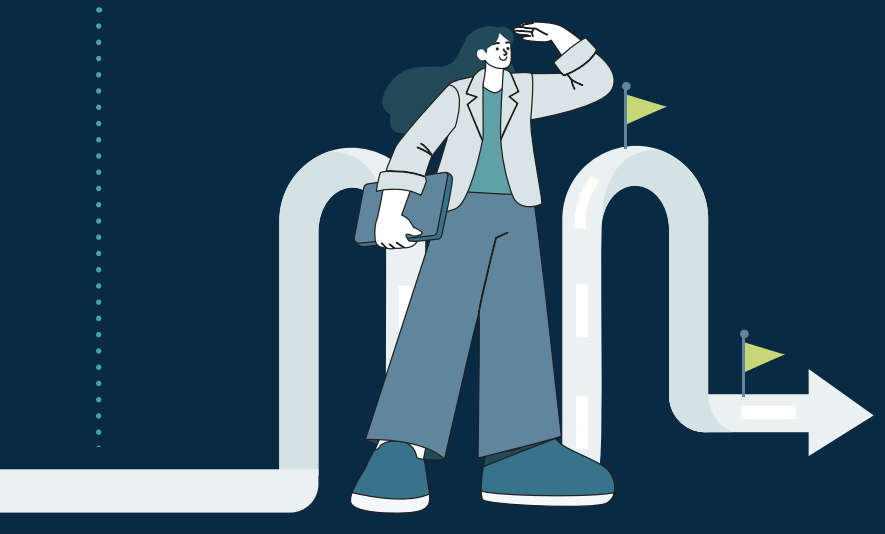
Lumary

LUMARY.COM

Switching to Lumary

The Path Is Already Paved.



Welcome, we're glad you're here.

The Lumary team has helped ABA practices navigate the transition from their current ABA practice management software to Lumary many times before. Here's your route to get from where you are today to a fully operational Lumary environment—without disrupting the care your team delivers.

Base Camp

Before the Journey Begins

You'll want to have three things in place before you start.

A Data Collection Platform

Lumary works with leading data collection tools including Hi Rasmus and others. Bring your own, or we'll help you set one up.

Your Current Contract Details

Before setting your timeline, be aware of your existing contract's end date. Quality transitions shouldn't be rushed. Let's plan for enough runway to do things right.

The Right People in the Room

A successful switch requires committed leaders of your Operations, Billing/RCM, and Scheduling departments.

Choose your Route

Every organization is different. Start with the path that fits yours.

Express
1-99 employees
~45 days

Guided
100-299 employees
3-5 months

Enterprise
300+ employees
5-7 months

And the Journey Begins

Five Stages prepare you for Go-Live

1 Plot the Route

Kickoff Workshops | ~1 week

We turn your Statement of Work into a detailed, shared implementation plan—every task, owner, date, and milestone managed transparently with your team.

You'll always know where you are on the journey.

2 Pack Up the Old System

Data Extraction | ~1 week

Your data currently lives inside your incumbent platform. We know those systems, and we'll give you step-by-step instructions for getting your information out cleanly.

You bring the data out. We show you exactly how.

3 Clean the Cargo

Data Hygiene + Migration | 4-6 weeks

Switching platforms gives you a rare opportunity to inspect the health of your data and hit the reset button as needed.

Lumary organizes, reviews, and uploads your data. While we're there, we work with your team to correct errors and potential inconsistencies before they follow you into the new system.

Start Lumary with clean data, not inherited problems.

4 Make Lumary Yours

Configuration + Integrations | varies

Your organization shouldn't have to reshape itself around its software. We configure Lumary around your session types, workflows, user roles, billing rules, branded communications, and more.

We also connect Lumary to the systems around it: your HRIS, data collection platform, payroll, and clearinghouse. Test claims go out before anything goes live.

The financial road between Lumary and your payers is connected before you need it.

5 Learn to Drive

Training | Scheduling First, Then Billing | varies

This is where you move from the passenger's seat to take the wheel. Training follows a proven progression that focuses on employee satisfaction, knowledge retention, escalation management, and excellent data hygiene.

The Progression

1	2	3	4
We train. You learn.	You drive. We guide.	You drive. We review.	You drive. We support.

Scheduling comes first—building and managing your schedule inside Lumary, including AI-assisted scheduling tools that help your team prioritize authorized and prescribed hours.

You need real schedule activity before you can train on real billing workflows. A significant portion of billing training and support continues after Go-Live, when the claims are real.

6 Go-Live

Lumary is now your live operating environment.

Schedules and invoices are real. Sessions are completed and updated in real time. Operational workflows are live. Claims sent to payers are no longer test transactions.

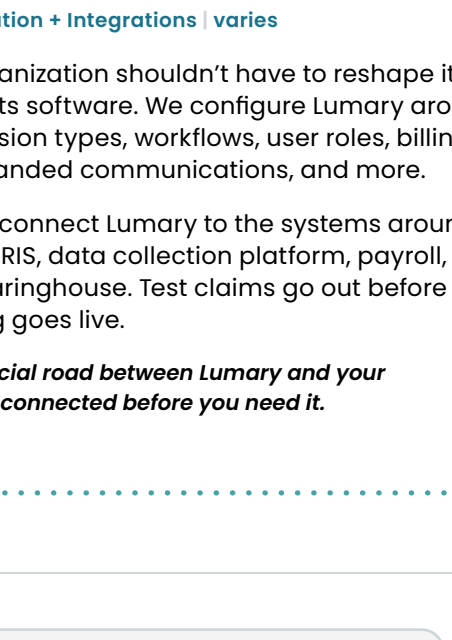
But we're not done yet.

7 Hypercare

Go-Live is a major milestone, but it's not the finish line for us. We're with you while the new system becomes the new normal.

During Hypercare, your team has proactive support sessions with Lumary to cover live scheduling, billing, claims, and integrations. We'll answer any questions in real time. Your implementation team and technical resources remain alongside you throughout Hypercare.

45-60
Days of Proactive Live Support



The Open Road

Implementation is complete. You're not switching to Lumary anymore; you're operating on Lumary. And, it's refreshing.

Your dedicated Customer Success Manager and the broader Lumary support team are here for ongoing support, account reviews, product updates, and whatever comes next as your organization grows.

The project moves from implementation to optimization.

Ready to map your route?

Tell us about your current platform, organization size, contract timing, and operating environment. We'll help you envision exactly what your path to Lumary looks like.

Plan My Switch