

Gynecologic Practice Takes Control of Finances with Amazing Charts Practice Management

Billing company was holding and submitting claims in batches, and now claims are electronically submitted by practice and paid in one week

Challenge: Small practice was being ignored by billing service

Gynecologic specialist was getting sub-optimal service from billing company	▶ <i>"My biller was too busy for my small account. Besides a monthly summary statement, they hardly communicated with us. We did not receive timely replies to messages, and problems were put aside rather than managed."</i>
Claims were only submitted infrequently	▶ <i>"As a small operation, I need revenue as soon as possible. There was a long lag times between date of service and payment."</i>
Patients were confused and not paying their balances	▶ <i>"The biller would send delinquent patient accounts over to us and say it was our responsibility to collect. But the patients would say they never saw a balanced bill."</i>

Solution: Took billing in-house with Amazing Charts Integrated EHR+PM System

Receptionist/Medical Assistant became in-house biller	▶ <i>"I started with the doctor as a receptionist and medical assistant. I got certified in coding and now I handle all of her practice billing using Amazing Charts Practice Management."</i>
Fast payments of one week or less with electronic submission	▶ <i>"What's amazing is how quickly we get paid through the electronic clearinghouse. Blue Cross/Blue Shield pays in about a week. We just got added to United Healthcare's network, and we got paid in even less time!"</i>
Stronger relationships with patients, resulting in lower delinquencies	▶ <i>"There is a more intimate relationship with our patients now that we do our own billing. Patients are more apt to pay us when I call them. We have a lower A/R balance and fewer account delinquencies."</i>

Results:

- ✓ Practice earns more revenue with in-house billing due to more complete coding, better follow-through on denied claims, and better follow-up on unpaid patient balances.
- ✓ Both billing manager and physician use insurance eligibility verification to collect more co-pays, confirm mailing addresses, and better understand dependent relationships.
- ✓ Billing manager runs reports like "Accounts Receivable Aging" to gain better control over practice finances.