

Medical Assistant Handles Billing without Missing a Beat Using Amazing Charts Practice Management

Longtime MA, Jason Ray, handles all claims submissions for Dr. William Fishco, a nationally recognized podiatric surgeon

Challenge: Improve patient billing experience and shrink AR backlog

According to Jason Ray, MA, Amazing Charts EHR user Dr. Fishco was unhappy with his billing service

▶ *"I've been a Medical Assistant to Dr. Fishco for over a decade. During all that time, we've had multiple billing companies, usually because they get acquired. Eventually, our billing was internationally outsourced."*

Patients were wary of calls from foreign billing agents

▶ *"Communication between our biller and patients was terrible. Some patients simply wouldn't answer calls from international IDs. Others were upset when they spoke to someone in Pakistan asking for their credit card number over the phone."*

Accounts Receivables was "out of control"

▶ *"The biggest issue was the inability to work older claims. A/R simply got out of control, and some patient accounts were literally years old overdue. I would call our biller to ask about it, and they would make excuses."*

Solution: Medical Assistant (MA) submits claims using Amazing Charts PM

MA learns how to bill from Amazing Charts and peers

▶ *"In late 2015, Dr. Fishco asked me to try Amazing Charts Practice Management, mainly because the EHR is so easy to use. I took four one-hour training sessions with Amazing Charts, and then called a few contacts at other practices for some extra coaching. That was it."*

No change in office staff required

▶ *"Like most practices, we use the same billing codes over and over again, and electronic submission makes it even easier. I'm still the MA, but now I also process the billing by remotely logging into Amazing Charts PM from home afterhours."*

Communication with patients is vastly improved and accounts are more likely to be paid

▶ *"Patients pick up the phone when they see the doctor's caller ID, and then they usually know me personally, so the relationship is so much better. Patients are simply more apt to pay us when it's me calling them."*

Results:

- ✓ Improved efficiency of claim submission; practice transactions reports ensure "nothing gets missed"
- ✓ Shrank A/R backlog dramatically; still handling dates of service prior to go live with ACPM
- ✓ Practice saves more than ten thousand dollars annually compared with paying a six-percent billing fee