

Practice Takes Back Control of Its Finances

Lauren O'Brien, the billing manager at New England OB/GYN, faced issues with outsourcing the practice's billing needs.

Challenge: No control over finances with third-party billing company

Lack of control with outsourced billing	▶ <i>"It was very challenging with our old system. We didn't have a lot of control over our claims...and we basically felt like we were constantly looking for and finding problems that we didn't know about."</i>
Unreliable	▶ <i>"[Some of the] mistakes made by the old company, we missed entirely, which really affected our financials."</i>
Wanted to transition to in-house billing	▶ <i>"We were looking to create our own billing staff and handle our own posting and claims."</i>

Solution: CareTracker Practice Management

Efficient	▶ <i>"We liked...all the control we have over all of our claims, that we get to see everything, right down from a denial to the EOPs and really got to dig into everything."</i>
Support	▶ <i>"We liked the fact that we could do either one. We could have full control [over our billing] and say, 'Can you help us with this part of it?' I think that pretty much sold us on choosing CT PM."</i>
Experienced implementation team	▶ <i>"The whole team was very supportive. They're always reachable, very knowledgeable. The training with CT PM is really good. They gave us every scenario they could possibly think of."</i>
Ease of use	▶ <i>"It's really easy-to-use CT PM. Very easy-to-learn."</i>

Results

- ✓ Lauren O'Brien and the staff at New England OB/GYN transitioned to managing their billing in-house.
- ✓ Practice utilizes a patient portal, allowing them to easily set up payment plans with patients.