

“What Every Practice Owner Must Know About Finding an Honest, Competent, Responsive and Fairly Priced Medical Billing Solution”

Don't Trust Your Practice's Receivables to Just Anyone! This Business Advisory Guide Will Arm You with the Top 10 Questions You Should Ask Before Choosing Any Medical Billing Solution

Choosing the wrong medical billing solution to support your practice can be incredibly frustrating and expensive – and the challenges associated with this critical service exist no matter how you accomplish it today. For example:

If you're **OUTSOURCING** to a service:

- Do you see unpaid accounts receivables going off the charts?
- Have you ever waited forever for someone to respond to your requests for help?
- Are you struggling to connect with a real person when problems happen?

If you're handling Billing **INTERNALLY**, are you:

- Frustrated by turnover and finding qualified people?
- Struggling to effectively cross-train team members in case someone gets sick or leaves?
- Concerned over accuracy or even worse, outright fraud?

Download This Free Report and Discover:

- ✓ The “dirty little secret” of the medical billing industry that most people don't know and will never be told by their current support rep (knowing this **ALONE** could save you from wasting tons of money and untold aggravation when outsourcing support).
- ✓ The top 10 revealing questions that will help you instantly spot an unethical or grossly incompetent medical billing service provider in minutes.
- ✓ Costly misconceptions most practice owners have about medical billing, one of which you will need to know about **BEFORE** even picking up the phone.
- ✓ 5 key considerations when choosing a medical billing service.
- ✓ And much, much more!

Provided as an educational service by:

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From The Desk of:
Melissa Vargas, Executive Operations Director
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Dear Colleague,

Choosing a medical billing solution isn't easy. There's no shortage of sob stories about incompetent "outsourced services" bungling things and causing problems.

I'm sure if you talk to your own friends and colleagues, you will get an earful of the unfortunate experiences they've encountered in this area.

Because the medical billing industry, along with a lot of other industries, has its own share of providers who – even though they seem to have the skills and competency necessary – for whatever reason, **simply can't get the job done RIGHT.**

Critical tasks like credentialing, setting fee schedules, collections, and posting payments seem to always be falling through the cracks. Accounts receivables linger in the unpaid category for weeks, even months. It can be a nightmare, especially since without a having a clear and accurate picture of your practice's financial situation, it's practically impossible to predict cashflow.

The Medical Billing Industry Has Been Heavily Regulated for a Reason

Here's an embarrassing (and little-known) fact about my industry: it's one of the most heavily regulated of all the professional service industries. Why?

Because given the complexity of the systems and the large amounts of money involved, the temptation to "cross the line" required the government to step in – **which is why it's so important for you to arm yourself with the information contained in this report.**

If you're like most practice owners, you just want medical billing to work smoothly, efficiently, and reliably WITHOUT you having to even think about it – so you can focus on providing the quality medical care your patients deserve.

Finding a company capable of carrying out billing tasks has always been a challenge for providers. To choose the right company, you must ask the right questions.



That is why we decided to offer this report. The information in this guide is provided to help raise service standards within our industry, and to give YOU useful information to help you make good decisions when deciding on the best path forward for solving the challenges of medical billing.

Dedicated to serving you,

Melissa Vargas

About Quick Claimers, Inc.

22 years ago, our founder Barbara A. Davis opened Quick Claimers Medical Billing in El Paso, Texas. Her goal was to serve her community by providing a complete range of top-tier consulting solutions focused on helping physicians obtain the highest quality medical billing service possible.

The business focused on providing billing services and supporting physicians in setting up their practices.

But the mission of the business went further – to do whatever it could to keep practices running smoothly, even to the point of helping one that’s struggling and bringing their business back to life.

“Their practice might be in trouble due to billing issues, employee challenges, and overall mismanagement. It’s not receiving the attention it needs or deserves and they need help. I absolutely love that part of my job.”

By providing physicians the support they need to handle billing, this frees them from worrying about that aspect of the practice and can instead more fully dedicate themselves to their patients.

That was the high standard of performance she established in 1999. Sadly, she’s no longer with us, however her legacy lives on. And with the aid of our amazing team and their dedicated efforts, Quick Claimers continues to thrive and grow.

For over 20 years, Quick Claimers has focused on the needs of physicians – listening to their concerns, going the extra mile to understand their challenges, and implementing solutions to help their practices thrive.

In every interaction, we strive to build a relationship of implicit trust through transparency, ethics and accountability.

We accomplish this by working hand-in-hand with the employees in those practices, helping them navigate through the complex mix of regulation, technology, accounting, and relationships involved with medical billing.

By building strong relationships through education, responsiveness, and the clear separation of duties and responsibilities, Quick Claimers safeguards practice assets – saving money for the physicians and enhancing the bottom line.

It's a reputation and legacy we're proud to uphold and carry forward.

The Top 10 Questions You Should Ask Before Choosing a Medical Billing Solution To Support Your Practice

Q1: Do they answer their phones live or do you have to go through a Chatbot or leave a voice mail and wait for someone to call you back?

Our Answer: We answer our phones live from 8:00 a.m. to 5:00 p.m. and give all clients an emergency after-hours number they may call if a problem arises, including on weekends.

Why? Because many of the practices we support work outside normal hours and find it the most productive time they have. If they can't get hold of anyone to help them, it's incredibly frustrating.

Q2: Do they take the time to explain what they are doing and answer your questions in terms that you can understand, or do they come across as arrogant and make you feel stupid for asking simple questions?

Our Answer: Every member of our team is trained to have the "heart of a teacher" and will take time to answer your questions and explain everything in simple terms.

Q3: Do they provide detailed invoices that clearly explain what you are paying for?

Our Answer: We provide detailed invoices that clearly lay out our fees and services. You'll never have to guess what you are paying for. We also double-check our invoices for accuracy before they are sent to you.

Q4: Are they EMR-Agnostic? Or do they limit their support to only a small number of options?

Our Answer: We work with any EMR your practice chooses to use. Our team is trained across multiple systems to make sure you get the service you deserve. We'll never force you to switch EMRs just to make our lives easier.

Q5: Do they understand state and local rules?

Our Answer: We make this a priority because it's critical to providing the level of service our clients expect and require. ALWAYS make sure to check and see if any company you're considering is operating under state laws.

The best way to do this is to check their permissions and track records, such as determining if they are certified, registered with the Better Business Bureau, and more importantly, if they are compliant with all HIPAA privacy laws. If you can't find information regarding any of this, treat it as a red flag that you won't want to do business with that particular company.

Q6: But are they *sticklers* for the rules?

Our Answer: There's no question – we ARE total sticklers for the rules. It's not only for our protection, it's for our clients' protection.

With the ever-increasing complexity of regulations, it's not uncommon for practices to not even know when they're breaking the rules. And the worst thing that can happen is you get audited and penalized for something you had no idea was even a problem. Who needs that?

Q7: Do they provide proper training to your staff?

Our Answer: We see training your team as one of our primary responsibilities. Even though you'll be outsourcing services to a medical billing company, your staff will still need to be provided with proper training whenever it's necessary to access the system to make reports or verify records. This is also the case in the event they need to do something as simple as enter the record of a new patient, as well as an insurance policy number.

Q8: Are they able to go “above and beyond” when providing services?

Our Answer: Make sure to ask about how the services they offer has benefited their existing customers, as well as what specific billing solutions they offer that you may be able to utilize for your own practice. In other words, while price is always something good to ask about, you'll want to ask about more than just that. This will help you to get a better idea of just exactly how the company handles many different issues when it comes to medical billing.

Q9: Can they provide data you need immediately in real time or do you have to wait?

Our Answer: It's important to make sure that you will be able to obtain a copy of reported claims or denials on a real time basis. You will also need to see other types of data including write-offs, posted payments, charges on hold, adjustments, and open charges. Having this kind of data at your fingertips enables you to always monitor the overall financial health of your practice.

Q10: Does their team stay current and up to date on changes to regulations, technology, and so on?

Our Answer: Professional medical billing service providers have a vested interest in staying informed and up to date on the ins and outs of complex insurance coverage. Understanding coverage fully is key to knowing what healthcare services are covered by insurers and whether the insurance company or the patient is responsible for payment – that's why we put such a focus on this for every team member.

The 3 Most Costly Misconceptions About Choosing a Medical Billing Solution

Misconception #1: I have a friend / relative / business contact who knows about Accounting and can take care of our billing needs.

Most people look for a part-time “guru” for one reason: to save a few bucks. But this often comes back to haunt them. We frequently get calls from practice owners who desperately need our help to get them back up and running or to clean up a mess that was caused by an inexperienced neighbor, friend or relative who was just trying to help.

If the person you have working with your billing systems and outstanding receivables who doesn't do this for a living, there is a good chance they won't have the knowledge or experience to truly help you – they are a hobbyist at best. And do you really want a part-time, inexperienced person responsible for handling something as important as your practice's revenues? As with everything in life, you get what you pay for. That's not to say you need to go broke to find a great service, but you shouldn't be choosing someone based on price alone.

Misconception #2: All medical billing services are created equal. Your best option will be the one who offers the lowest price.

As we stated a moment ago, you get what you pay for. A cheap price usually means a cheap job. Really good medical billing services do NOT come cheap because they are in high demand just like every other professional service category. The only ones that will work cheap are those who are just starting, and they are grossly inexperienced.

And some shops will hire college kids or newbies because they will work for next to nothing to gain experience – but what you don't realize is that an inexperienced person like this can end up costing more because they could take 3 to 5 times as long to do the same task an experienced one could handle quickly. Again, you're paying for those extra hours in lost time and productivity.

With your critical billing data at stake, do you REALLY want the lowest-priced shop working on your billing?

We take the view that most people want value for their money and simply want the job done right. You will find that we are not the cheapest, but we don't apologize for that. Our founder decided long ago that it's better to explain our higher rates ONE TIME than make excuses for POOR SERVICE forever.

That said, we're not the most expensive either. We simply feel that we should offer a good service at a fair price. That's why we have been able to stay in business for over two decades and have customers who've been with us that entire time.

Misconception #3: An honest medical billing company should be able to give you a quote over the phone.

I wish this were true, but it isn't. Just like a good doctor, an honest and professional billing solution will need to diagnose your specific practice's needs and requirements before they can quote any price over the phone/

Also, some will quote you a cheap rate over the phone to get in the door, but then jack up the prices once they get in your office by selling you add-ons and up-sells, etc.

Always, always, always make sure you get a quote based on a real-world analysis of your needs, so you don't end up getting burned – and NEVER take a phone quote!

5 Key Considerations When Looking For the Right Medical Billing Solution

1. **Does It Save Time?** – Having your own team manage medical coding and billing requires a significant amount of time. This is because doing billing properly requires that experienced and knowledgeable specialists review and translate the clinical documentation that the healthcare provider adds to patient medical records before submitting it to insurance companies for reimbursement. This is not a simple process and without proper training and expertise, it can very well consume a great deal of time.
2. **Does It Increase Efficiency?** - Hiring a fully qualified medical coding and billing company is simply a much more efficient way to run your practice. You want a company that understands how to address the complex nature of medical coding and billing processes. The best has built a team of professionals able to keep up to date on changes within the insurance industry that affect claims reimbursement and understand how to streamline the coding and billing process to secure payment as quickly as possible.
3. **Does It Reduce Overall Costs?** - You've heard the saying that "time is money"? Hiring a medical billing company proves that to be true by reducing the overall cost of doing business.

How? Simply put, it eliminates the need to provide extra training to your front office staff members regarding coding and billing services. Instead, you can rely on a dedicated team of medical coders and billing specialists to do the work more quickly and with greater accuracy.

This means that billing errors are significantly reduced, and claims are submitted and paid on time to increase revenue over time.

4. **Does It Improve Patient Satisfaction?** – Hiring an outside firm also enables your practice to achieve higher rates of patient satisfaction. By leaving the coding and billing tasks to the experts, you enable your healthcare providers and front office staff to spend their time providing the excellent medical care and customer service your patients deserve.
5. **Does It Strengthen Security?** - When it comes to personally identifying information, medical records are prime targets for identity thieves. Though healthcare providers are ethically obligated and legally required to protect the privacy of their patients, keeping personal data confidential is difficult – especially if it's not the sole focus of their job and responsibilities.

In contrast, our team of coders and billing agents are required to stay abreast of HIPAA regulations, utilize robust data encryption tools (e.g. software with secure passwords), and securely manage computer hardware and networks (e.g. SSL protocols and sub-networks for patient data that is not sensitive or private). Our team also implements the strongest access control methods possible (e.g. authenticate identities of individuals and authorize them to access only the information required).

A Final Word...

I hope you've found this guide to be helpful in shedding some light on what to look for when considering the challenges associated with medical billing. As I stated in the opening of this report, my purpose in providing this information was to help you make an informed decision regarding this mission-critical aspect of your business.

If you have any additional comments or questions, we welcome them! Have an idea to make this guide even more helpful? Let us know! And, of course, if you are looking for someone you can trust to take over the management of medical billing in your practice, we'd love the opportunity to EARN your business.

Below you will find information on how to request a FREE *"Between the Cracks" Diagnostic*. This is, of course, provided for free, with no obligations and no expectations on our part.

I want to be clear that this is NOT a bait-and-switch offer or a trick to get you to buy something. My reputation for running an honest and trustworthy business is something I hold very dear. I would never jeopardize that in any way. So why are we offering something like this for free?

Two reasons:

1. We are simply offering this service as a risk-free "get to know us" offer to people we haven't had the pleasure of doing business with. Again, our goal is to allow you to make an informed and confident decision – and offering this is one way we can help you better evaluate us.
2. This will allow us to determine if we even CAN help you. Obviously, we can't help everyone, and our services might not be a good fit for you. Conducting this diagnostic enables us to do a small project for you to help you evaluate whether or not we're the right company for you without risking your money.

To schedule your free "Between the Cracks" Diagnostic, please call my office at 915-800-7500. You can also go online to www.QuickClaimersInc.com/diagnostic/

Looking forward to your call!

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A Free “Get-To-Know-Us” Gift Valued at \$1000 or More...

As a prospective client, I’d like to offer you a free, no-obligation, no-sales-pressure “*Between the Cracks*” **Diagnostic** where one of our senior Billing Analysts will conduct an analysis to identify areas where revenues have literally “*fallen between the cracks*” of your current system.

When finished, we’ll provide you with an in-depth report laying out at least 3 to 5 areas of opportunity to increase revenues by eliminating inefficiencies or errors now causing you to lose money. I guarantee you’ll discover at least \$1,000 in easily recoverable revenue.

After we’re done, if you’re interested, we’ll share with you specific options for upgrading your service with our help moving forward. (After all, it never hurts to get a competitive bid from a qualified third party – and again this diagnostic review is totally free without any obligation.)

What To Do Next

To schedule your free “*Between the Cracks*” **Diagnostic**, please call my office at **915-800-7500**. You can also go online to www.QuickClaimersInc.com/diagnostic and complete the form or send me an e-mail to Melissa.Vargas@Qcmbinc.com. (While at our site, you can also read comments from other medical practitioners like you and discover why we’re El Paso’s premiere Medical Billing Agency.)

Remember, when this diagnostic is done, **you’ll know for sure whether you’re losing money in places you never expected.**

I will be following up in the next couple of days to make sure you received this letter, and to see if you would like to schedule this free diagnostic. If not, please just let us know!

Read On To Hear What Our Clients Have To Say:

“Highly recommend them without hesitation!” Benjamin Gonzalez, MD

“We have found Quick Claimers to be extremely professional and knowledgeable in the areas of medical billing and credentialing. The team we worked with has been helpful and approachable. I would highly recommend them without hesitation!”

“Reducing my old receivables.” Cynthia Rivera, MD

“Thank you for staying on top of my medical billing. I appreciate your end of month reports with emphasis on reducing my old receivables.”

“Always ready to assist YOU!” Robert Pisen

“Great billing company to work with!! Excellent staff that are always ready to assist you with whatever your company needs. Very professional and go that extra mile to ensure your company’s growth. Highly recommend them.”

“A true asset to our entire medical community” Lorenzo Burciaga

“Their commitment to excellence, attention to detail and internal processes are leading edge in the medical industry.

In addition, they go above and beyond to ensure that each physician recruit is set up to succeed and are provided with the right tools and professional assistance to build a successful medical practice.

Last but, certainly not least, their customer service is beyond reproach, as they are available 24/7 365 days. They are quick to respond to any issues and work hard to find the solution, without any hesitation or judgment. They have been a true asset to our entire medical community in El Paso!!!”