



BillingParadise

Revenue Cycle Masters



Case Study



EXPERT BILLING SUPPORT FOR
ECW USERS!



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About us

BillingParadise is the certified consultant of eclinicalworks emr. We've assisted over 400 ecw users to see a steep difference in their profit curve. And, helped them create a better tomorrow for their practice. We recently received a mail from the office of Violet Rosario. The practice manager of a family practice, and an ecw user she wanted to know the specifics of our ecw billing services.

"I WAS REFERRED YOUR SERVICES BY A FRIEND AND IT WOULD BE GREAT TO KNOW MORE ABOUT YOUR SUPPORT"

Every security concern answered...

Violet was very particular about the security options we could provide. As a pioneer in emr friendly **billing solutions** and with over seven year's experience, of working with the ecw emr, we assured her of best of class security measures. We retrieve information from the eclinicalworks emr in the ADTHL7 format. We receive patient information and order information from ecw in the RU HL7 file format.

What can happen in 12 hours?

When we told Violet that we could submit accurately coded and thoroughly **scrubbed claims** within half a day, she wanted to be sure we were not selling snakeskin potion. Billingparadise 12 hours is a lot of time. We receive provider information, perform eligibility checks, verify demographic details, assign accurate codes, enter charges, scrub each claim thoroughly and transmit the claim to the insurer, in just half a day. Every, billing information is keyed into the ecw emr, so doctors have instant access to the financial information of their practice.



“Do you send billing reports and perform coding & reimbursement analysis?”

Having handled non responsive billers earlier Violet was a tad concerned about receiving billing reports. According to Violet she'd had enough bad experiences "to write a book on".

We told Violet that after receiving the financial report she could e-sign it. It will pave the path for better communication. And also perform regular audits on the **billing and coding process**. We not just send a report we also discuss the results, to whip up better and more **practice specific solutions**.

Violet was in need of someone who had expertise in creating secondary claims. There are few billers who understand the complexities of a secondary claim. Luckily for our clients we are one of them! We enter precise information of the primary insurance details, the amount paid by the primary insurance payer, the date in which the claim was adjudicated and payment adjustments made. We are proficient with cas segments, Which makes us in Violet's words "someone to trust her secondary claims with".

“Do you have expertise in handling secondary claims?”

“Can you take care of my paper claims?”

There are bound to be. There are still a few insurers who accept only paper claims. " I hope you don't think this is a throwback to the stone age but despite being an emr user I find myself grappling with paper claims, every now and then" was another of Violet's chief concerns. We understand paper claims as much as we understand the eclinicalworks system! We assured that it wasn't a problem at all. We had years of experience in creating paper claims.

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We assured her of prompt financial reports that took into account the major performance indicators of her practice”

”



This is a question that most healthcare providers, like Violet ask us. Our answer is always yes. We have worked extensively with clearinghouses across the country and have quite a wide clearinghouse network!

“ Can you work with my clearing house?” ”

“ How do you handle clearing house rejections? ”

We have an **expert denial management team** who analyze the reason for rejection, recheck the bills thoroughly and, correct or add erroneous or missing information. We resubmit the claim and don't pause till we get a clean chit! We assured Violet that clearing house denials will be handled swiftly and efficiently.

“ Can I have a record of the patient communication? ”

Every telephonic or mail correspondence we have with patients, is duly recorded and sent to our clients. "I am delighted that you do that because my patients mean a lot to me" said a very happy Violet.

Having addressed every key requirement of the practice, the practice manager had just one final question. If it would be possible, to meet our team to bounce ideas and conduct audits? We told her that it would be a pleasure to set up a meeting with our team at a convenient that worked best for her.

“ One final question, can I meet your team? ”

“ I am going to give my friend a hug ”

Shortly after receiving our mail and a few phone calls later, Violet signed up with us. It's been just over two months and we've managed to make a considerable difference to net collections of the practice. We saw a very happy mail in our inbox earlier this week from Violet, who thanked us for our [eclinicalworks billing support](#) and for always being there!



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2009 N. Lynn, Taylor, TX 76574,
United States



888-571-9069



info@billingparadise.com



www.billingparadise.com