

## CASE STUDY

**Client:** Dr. Edward Dickerson

**Company:** Cape Fear Aesthetics

### The Solution for Outsourcing Medical Billing

Dr. Edward E. Dickerson, IV is the Medical Director of Cape Fear Aesthetics Medical Spa in Fayetteville. He is double board certified by the American Board of Facial Plastics & Reconstructive Surgery as well as the American Board of Otolaryngology-Head & Neck Surgery. He and his staff at Cape Fear Aesthetics are dedicated to providing patients with professional and personal care. To maintain positive staff environments and ease of functionality, Dr. Dickerson chose to outsource billing to a company he can count on.

### Choosing the Ongoing Services of Medical Business Associates

Recommended by a colleague, Dr. Dickerson has experienced the benefits from the start. The quick turnaround in reimbursements and continuity in treatment of patients provided by Medical Business Associates creates a comfort level allowing Dr. Dickerson and his staff to focus on creating the soothing environment offered to ease mind and body of their patients.

### The Medical Business Associates Difference

Working as a team, Medical Business Associates and Cape Fear Aesthetics continue to evaluate the processes in place. Ensuring the billing codes are in-line with the most beneficial and correct schedule for the practice allows the billing system to work seamlessly without additional work from Dr. Dickerson and his staff. This "hands-off" approach to billing issues is ideal for patients as well. They receive the answers they need with one call to Medical Business Associates, avoiding a long hold or passed-on call to office staff.

"The bottom line is I am seeing results. With Medical Business Associates, our reimbursements are completed in a timely manner."

"Using a NC based company is important to me."

"We have been pleased with the partnership and the results."



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"I look forward to the growth of our company as well as the growth and success of Medical Business Associates."

### Services Medical Business Associates Provides

Dr. Dickerson and his team can continue daily service to patients without worrying about checks and deposits. Direct deposit of reimbursements ensures daily activities will not cease. Operational reports, tabulation of office revenue and posting of all medical bills allow for at-a-glance review of the billing situation at the fingertips of the staff and Dr. Dickerson.

### Results-Based Solutions

The bottom line for Dr. Dickerson is getting reimbursements on-time with a reduction in office investment of time regarding billing functions. Thus far, Cape Fear Aesthetics has experienced a 50% reduction in office time invested in these functions. This increases the attention dedicated in the most important area, the clients.

50% reduction in staffing time invested in billing functions

Great benefit in partnering with a fellow NC based company



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