

CASE STUDY

Client: Greg Knight, Administrator

Company: Hendersonville Radiological Consultants

The Solution for Outsourcing Medical Billing

Comprised of a group of outstanding, board-certified radiologists, Hendersonville Radiological Consultants is a leader in delivering state-of-the-art imaging related services. As business continually grows and patients' billing needs persistently increase, Hendersonville Radiological Consultants needs a company who can deliver cutting-edge technology to properly and efficiently handle all aspects of medical billing and claims management.

Choosing the Ongoing Services of Medical Business Associates

Greg Knight, Administrator, has been with Hendersonville Radiological Consultants for over three years. Although the company had utilized Medical Business Associates' services since 1995, Greg has been extremely impressed and pleased with Medical Business Associates' quality service, advanced technology and friendly and knowledgeable team of experts. In addition to medical billing and claims management, Medical Business Associates makes sure that Greg and his team are up-to-date and compliant with North Carolina's laws.

The Medical Business Associates Difference

Greg is confident that outsourcing all medical billing functions to Medical Business Associates is the best option for the team at Hendersonville Radiological Consultants. The professional and supportive staff at Medical Business Associates keeps Greg and his team current with insurance issues, runs weekly and specialty reports, uses customized and high-tech equipment to identify and come to a conclusion on patient changes, and electronically downloads all billing needs on a daily basis. Most importantly, Medical Business Associates is constantly employing innovative, high-tech, and team-approached strategies to serve all of the needs of both Hendersonville Radiological Consultants employees and its patients.

"Medical Business Associates is definitely 21st century when it comes to technology. A lot of other medical billing businesses are outdated and many companies are wasting time and resources as a result."

"We are on a first name basis. The personal touch; that's the key; it feels like their team is part of our team."

"The entire team at Medical Business Associates is just as friendly, professional and knowledgeable as the CEO."



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Services Medical Business Associates Provides

Hendersonville Radiological Consultants turns to Medical Business Associates for a full array of medical billing and claims management services. Those services include monthly reports, operational reports, ad hoc reports, computer interconnectivity, computer information services that increase efficiency and decrease the number of employees needed, processing refund checks, producing various accounting reports, and collections services that reduce the number of unpaid claims by 35%.

Results-Based Solutions

By utilizing Medical Business Associates, Greg and the team at Hendersonville Radiological Consultants have acquired a strategic business partner who feels more like a member of their own team rather than a separate entity. Medical Business Associates has allowed Hendersonville Radiological Consultants to increase profitability, reduce the number of staff members needed, increase efficiency and productivity of employees as well as decrease the amount of time spent on medical billing functions.

"Medical Business Associates is in the top 10% of cutting-edge technology and day-to-day operations."

"With Medical Business Associates, you are not just another name or number like you would be with big companies. They are small enough to provide personal service and big enough to be at the top of the industry."

Increase in profitability as a result of all functions:
Too immense to calculate.

Decrease in staffing needs: 25%

Decrease in time spent in medical billing functions: 5%

This is the decrease in percentage within the last three years.
However, there has been an even higher decrease in percentage
over the past eight years.



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