

case study

Client: Dr. Ernesto Graham

Practice: Obstetrician and Gynecologist

The Solution for Outsourcing Medical Billing

Ever since opening his practice in December of 2000, Dr. Ernesto Graham, obstetrician and gynecologist, has been dedicated to providing his patients with the highest level of care and professionalism. In order to deliver and maintain the best possible care, Dr. Graham needs to direct all of his time and efforts to his patients. Therefore, Dr. Graham chose a company on whom he can continually depend to decrease turnover rates, lower the ongoing costs of maintaining in-house billing functions and eliminate unpaid patient bills.

Choosing the Ongoing Services of Medical Business Associates

Starting from day one, Dr. Graham has taken advantage of a number of the innovative and efficient services that Medical Business Associates offers. Dr. Graham has found that Medical Business Associates is incredibly diligent and always stays true to their word. Medical Business Associates ensures that Dr. Graham and his staff keep account receivables current by utilizing accurate billing practices, patient follow-up and top-notch claims management.

The Medical Business Associates Difference

When it comes to claims management and outsourcing medical billing functions, there is no other choice for Dr. Graham. Medical Business Associates provides Dr. Graham and his team with the most customized, technologically advanced medical billing solutions in all of North Carolina. Due to Medical Business Associates' acute attention to detail and implementation of innovative technology, Dr. Graham never has to worry about the flow of his patient's billing. Once a claim is submitted, the professionals and experts at Medical Business Associates take care of every step of the process from data entry and billing, to writing reimbursement checks, to answering patient's billing questions.

"Not having Medical Business Associates is one of my worst nightmares. I try to not even think about it. It would be like an airplane running out of gas."

"On average, Medical Business Associates saves us around \$50,000 a year."

"We've been in business since December of 2000 and used Medical Business Associates ever since. It's the best thing we have going for us."



MBA-NC.COM

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Services Medical Business Associates Provides

Dr. Graham attributes a great deal of his success to the ongoing services that Medical Business Associates provides. Some of those services include running operational reports, issuing reimbursement checks, billing and the follow up of patient's claims, collection of dues, tabulation of office revenue and posting of all medical bills. By handling all of Dr. Graham's billing functions and claims management services 365 days a year, Dr. Graham is able to solely focus on the care and health of his patients while eliminating the headaches and complicated processes associated with medical billing functions.

Results-Based Solutions

Over the years, Dr. Graham has formed a strategic alliance with a company that will ensure his personal and professional success for years to come. By partnering with Medical Business Associates, Dr. Graham has reduced the number of employees needed, increased staff efficiency, maintained a high level of patient satisfaction and maximized profitability.

"Medical Business Associates always peruses claims two or three times while other companies write it off."

"We knew from the very beginning that Medical Business Associates was the best way to go."

"I never really thought to do it any other way. Medical Business Associates is the obvious answer for me."

Decrease in staffing needs:

50% for full-time employees and 33% for part-time employees.

Patient satisfaction rate: 99%

Increase in profitability: 5%

On average, Dr. Graham's office saves \$50,000 a year.



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