

Summary Of Issues Resolved by Engaging PMRG

- The existing billing office had 5 full time billers; 2 more were needed, which would require additional office space and infrastructure.
- Thousands of dollars of income were not being realized due to insufficient billing resources.
- Practice was paying high monthly fees for the use of the “cloud-based” practice management software system.
- Management reporting was insufficient for the reach and complexity of the operations.
- Credentialing issues were slowing down bringing on new physicians and adding new locations.

North Valley Eye Care Engages PMRG To Expedite Rapid Growth

■ **Problem**

North Valley Eye Care was rapidly expanding their rural ophthalmology practice. Their billing office was unable to keep pace with the growing volume of work and there were insufficient staff resources to handle the demands of credentialing new offices and providers.

■ **Solution**

Outsource billing operations and credentialing to PMRG

■ **Result**

Practice was able to expand without having to manage a growing billing operation and all of its demands. New doctors and location credentialing was accelerated resulting in faster claim payment.

North Valley Eye Care is a multi-location, multi-physician practice focusing on rural medical eye care. The business partners had a vision for expanding high quality eye care through a geographically diverse rural area.

The existing five-person billing staff was struggling to keep up with the volume of work and the expansion plans required hiring of two more billers. This growth would have required more office space and added infrastructure.

The practice was burdened by the recurring expense of the web-based software, which increased each time they added a new provider or location. They were also having difficulty keeping up with credentialing the new providers and offices.

When North Valley engaged PMRG to take over the billing, the practice

had five locations, four MDs and three ODs. Within a very short period of time, that expanded to eight locations, five MDs and five ODs.

PMRG was able to keep up with the demands of the growing practice as well as continue to work down the old AR the practice had already accrued. Our value-added services have been a life saver for the practice – as Dr. Rudick says “The greatest value add has been the credentialing.” And, PMRG took over the expense of the software!

By partnering with PMRG, North Valley is able to continue growing the practice with no concern for scaling its billing operations. At the same time PMRG provides the sophisticated reporting and the value-added services it needs to have it all work well.

“We consistently have more money in the bank than ever before after the switch “ to PMRG.—Anthony Ruddick, OD, Business Mgr.

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