



Summary of Benefits of Moving to PMRG

- ◆ Extensive knowledge of ophthalmology.
- ◆ A dedicated, U.S. based call center for handling patient calls.
- ◆ Robust monthly and ad-hoc reporting capabilities.
- ◆ Outstanding communication on all matters of billing and collections.

“With PMRG, we’re no longer at the mercy of the schedules and work-ethics of an underperforming department. We now know that our claims are going to be processed efficiently and effectively no matter what, that our denials and AR are also going to be worked timely, and that our guests will receive knowledgeable and courteous assistance from a dedicated billing call center team. “

- **Hayley G. Boling**, MBA, COE
Chief Executive Officer, Boling Vision Center & INSIGHT Surgery Center

Boling Vision Center chooses PMRG for Ophthalmology expertise

Problem

Two-fold problem: first, management held hostage by an in-house billing staff, and second, initially outsourced to a group that didn’t know ophthalmology.

Solution

Outsource billing and Revenue Cycle Management (RCM) to PMRG.

Result

A billing service that understands the nuances of ophthalmology and frees Boling from being at the mercy of an under-performing in-house team.

A very busy 9 provider general ophthalmology practice with an associated ambulatory surgery center was dealing with an under-performing and unmotivated internal billing staff.

With this situation in mind, the management team decided it would be in the best interest of the practice to find an alternative to in-house billing .

In their initial search, they found a company that had experience with the EMR/EPIM platform they used (Nextech). Unfortunately, the company had limited ophthalmology experience.

After several months of frustrations with underperformance, Boling determined they chose the wrong billing company. The lack of knowledge of the nuances and intricacies of ophthalmic billing was too detrimental. So, acknowledging they wanted to continue pursuing the path of outsourcing, they began the search again.

This is when they met PMRG.

They engaged PMRG for their extensive knowledge of ophthalmology, despite the fact that PMRG had not yet done billing for a client on the Nextech platform. PMRG was more than willing to learn the new platform, which they did with efficiency and expertise.

In addition to their ophthalmic focus, Boling also factored in PMRG’s on-shore patient call center, their extensive reporting capabilities and their transparent communication style.

Along with great, ophthalmic-specific billing, Boling also receives an easy-to-read monthly summary report and virtually unlimited ad-hoc reports that allow Boling and her team to monitor practice performance as well as several other metrics/KPIs.

Finally, Boling reports communication with PMRG has been outstanding, with regularly scheduled meetings to discuss performance and progress, address issues and work through challenges.

“we haven’t regretted our decision [to engage PMRG] for a single day...!”

Practice Management Resource Group

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