



## The PMRG Difference – Six Key Questions about Outsourced Billing

When considering engaging a billing service, the first question that most physicians want the answer to is: *what will be better financially for my practice?* While this is obviously a critical question to answer, it is by no means the entire story. At PMRG, we take a full and active role in the ongoing health and development of your practice. And because we specialize in ophthalmology, we understand the intricacies of billing for ophthalmology practices.

Other matters we recommend you consider when deciding the best course of action for your practice:

### 1. Do I lose control of my billing and cash management if I outsource my billing?

- ❖ Absolutely not! In fact, in our experience, the physician/owner gains better control by outsourcing to a professional organization like PMRG. Because we have documented procedures and processes in place, and because we provide detailed regular reports that a “normal” biller simply could not generate, the business owner has a better handle on what is happening with their business.

### 2. Who will handle patient inquiries? Are they being answered and handled professionally?

- ❖ PMRG provides your patients with an 800 number that is professionally answered during the business hours of your practice. For calls not answered “live”, our promise is that we will return messages within one business day.

### 3. How effective is the follow-up with Medicare and other payers?

- ❖ PMRG employs professional and experienced collection agents that know how to work with the various carriers. We follow up on unpaid or partially paid claims systematically, which we manage rigorously from documented procedures. We are committed to collecting every dollar.

### 4. Are you satisfied with the management reporting you are currently receiving?

- ❖ PMRG brings our consultative approach to every billing client. We provide the following:
  - monthly oversight reports
  - sophisticated management of A/R
  - ad hoc reporting as needed and necessary

### 5. How is your practice’s billing handled if your billing staff is on vacation, sick or leaves your practice?

- ❖ PMRG never goes on vacation, is never sick, and never decides it wants to change jobs or move away!

### 6. Who is going to be more committed to the long term financial health and well-being of your practice, your hourly billing staff or PMRG?

- ❖ PMRG is your business partner for the long haul. Our success is predicated on the long-term financial performance and success of your practice. Unlike an employed billing staff, we only get paid when you get paid. PMRG has a vested interest in the financial success and growth in your practice.

When you add up everything that PMRG provides that even the best of in-house billers cannot match, the choice is obvious: outsourcing your billing operations to the Practice Management Resource Group makes good financial sense!

For a detailed overview of the PMRG Difference, case studies of our success stories, and more about our company, please visit us on the web at [www.medicalpmrg.com](http://www.medicalpmrg.com).