Medical Billing Assistant

What makes our practice management system so good?

Evaluating new software is important to the overall success of any practice. The software must fulfill all the unique requirements of your office, it must be easy to use, easy to learn and it must be dynamic enough to fulfill all your reporting needs. Medical Billing Assistant accomplishes all these items and more! Best of all it comes at an extremely attractive price with a money back guarentee. Please take some time and evaluate our answers to the most common questions.

Why choose Medical Billing Assistant (MBA)?

- Easy to use and easy to learn, yet powerful and dynamic for management purposes
- HIPAA compliant
- Electronic Remittance Advice – Post thousands of payments with a few clicks
- Recall and Reminders – Tickler system
- Able to automatically load and maintain several Fee Schedules
- One screen for update of Patient Information
- Automatically notes who posted and/or made changes on accounts
- Automatically transfers and bills secondary insurance after primary pays
- Able to post payments or charges while closing another day or month
- Family Based or Individual Patient Accounting
- Find a patient by Name, Date of Birth, Phone Number, Social Security Number or Patient Number
- Displays daily totals for balancing each user's daily activity
- Multiple format options for Patient Statements
- Scheduler with Ease of Use, Management and Flexibilty to allow for efficient appointment scheduling
- Scheduler contains a waiting list and next available appointment finder
- Competitively Priced – Get the most value for your money

Administration/Management

1. **Does the system "remember" the patient you were working on in the previous screen?**
   Yes, the system will "remember" the patient you were working on in the previous screen. This also works per workstation, meaning each workstation will store the most recent patient used on that workstation, further increasing the convenience of this feature.

2. **Can patient statements be customized to our practice?**
   Yes, patient statements may be customized to your practice. Furthermore, the system can send a different message for each time the statement is sent with the same amount.

3. **Would management/administration have the capability to edit the patient statements, encounter forms and reports locally without involving tech support?**
   Yes, editing the patient bill or encounter form simply requires the user to have the appropriate access levels. All changes can be made easily from the required screen.

4. **Is the system setup for user specific log in and password protected entry? Can every transaction be tracked by that user?**
   Yes, the user accesses the system with their unique username and password, which can be the same or different from the login credentials needed to access Windows. Each time the user makes a change in the system or adds a new entry, their username and the date in which the change was made is stamped on the record.

5. **Can user access be defined locally by management/administration?**
   Yes, user access is defined locally and can be modified by any member of administration with "System Administrator" rights. Each user can be granted or denied access to any particular module.

6. **Can you open work on more than one patient at a time?**
   Yes, you may enter a patient's record in a different module while in another patient's record in another module.

7. **How are CPT and ICD-9 codes updated within the system?**
   The CPT and ICD-9 codes are updated when software updates are released. The update occurs when a disk is sent to your practice and the update is run.

8. **Is there a daily report to show patient cash, patient checks, credit cards and insurance check totals?**
   Yes, the batch reports provide all daily totals. Using a batch system allows our program to work in nearly any given office environment.

9. **How will the satellite locations connect to the system?**
   The offices will connect with a high speed internet connection such as DSL. Satellite offices can connect to the MBA server using a high-speed Internet connection such as DSL, a Business Cable Modem, ISDN, or a T-1 line. This is not recommended for regular dial-up Internet access using a traditional 56K modem. The level of responsiveness the remote user will receive will depend on the download speed of the Internet connection.

10. **What are the minimum system requirements?**
    Server requirements:
    For a 1-5 workstation environment – Pentium III 750 Mhz Windows XP Pro or Windows 2000 with 512 MB RAM and 4 GB free disk space
    For a 6+ workstation environment – Pentium 4 or Xeon dedicated server with Windows 2000/2003 Server with 1-4 GB RAM (depending on database size) and 10 GB free space.

    Workstation:
    Minimum of Celeron 400 Mhz with 128 MB RAM, Windows 98 SE and 250 MB free disk space.

11. **Have you beta tested the HIPAA require formats (835/837)?**
    Yes, we have tested and passed the HIPPA required formats. All MMS clients currently send in this format.

12. **Can the data from my current system be migrated into Medical Billing Assistant?**
    Data migrations can be performed with nearly any system in which we have access to the data. We will do a free evaluation of the data and discuss the outcome with your office to encourage the best possible situation.

Front Desk

1. **Can we enter/determine the patient's account/chart number or does the system automatically assign the number?**
   Yes, you can automatically determine the patient's chart number. The account number is determined by MBA in a sequential order.

2. **Does the system have any special handling of the HIPAA Privacy Notice?**
   Yes, the system contains an area in which the HIPAA Privacy Notice signoff date can be noted. Within the same screen there is a location to note all privacy concerns. If a privacy note is present, the privacy note awareness indicator will be activated and your staff will be alerted when accessing the patient's record.

3. **Does the system have an alert note that could flash when in a patient's account?**
   Yes, when activated, the alert note appears in red and is viewable anywhere within the program when accessing the patient's record.

4. **Is there a place to put the patient insurance information (deductible, co-pay) and have that information print on the encounter form?**
   Yes, the system contains a location in which the deductible and/or co-pay can be entered. This will then print on the patient encounter form.

5. **Does the system have a place to enter authorization/referral numbers? Does the system keep track of the visits which have been used for the authorization/referral numbers? Does this number attach to the claim when services are rendered?**
   Yes, Medical Billing Assistant has a location in which an authorization/referral number can be entered. The number can be noted from several locations including scheduling and patient charges. The system will keep track of the number of authorized visits pertaining to the authorization/referral number. The number can then be attached to a claim once service is rendered.

6. **How could your system handle notifying patients of the need for future appointments?**
   The recall and reminder portion of the system is used to remind patients of upcoming appointments. In addition, the edit correspondence portion of the program can be used to generate an automatically-customized form letter which can be sent out to patients.

7. **Can we look at the schedule of one physician or resource for one day at a time?**
   Yes, MBA allows you to look at the schedule of one physician or resource for one day at a time.

8. **Can we edit the appointment scheduler to our specific time slots?**
   Yes. In addition to custom time slots, the scheduler has many features which allow us to customize it to your particular practice.

9. **Can appointment reasons be color coded?**
   Yes, appointment reasons can be color coded to any color scheme matching the reasons you wish.

10. **Does the system allow for overbooking?**
    Absolutely, the system will allow you to overbook for a given time on a given day.

11. **Does the system have the ability to maintain a waiting list?**
    Yes, the waiting list feature is a strong tool for offices which require a list of patients who would like to be seen on a given day and notified if a slot is available. For instance, this tool is widely used in pediatric settings during the busy winter months. If a schedule is full, yet a patient requests to be seen on a certain day, that patient can be added to the waiting list and contacted in the case of a cancelled appointment.

12. **Can we override the default schedule for one given day?**
    Because no day is the same in many practices, MBA scheduler gives you the option to change the schedule for one given day.

13. **Can we create schedules for other resources within our facility?**
    Yes, MBA allows for the creation of resource schedules. This can be used for medical equipment, nurse, or unique clinic situations.

14. **Can no show appointments be tracked?**
    Yes, "no show" appointments can be tracked and noted in the patients account. In the case of a no show appointment, the user simply clicks a button from the scheduling screen to mark an appointment as a "no-show." A note is then made to the review area of the patients account for future reference. Also, if a patient subsequently shows up for their appointment the "no show" button can easily be pressed and inactivated.

15. **Can appointments be confirmed?**
    For offices who call their patients prior to the scheduled day, MBA has a confirm appointment feature. This feature allows a user to press a button from the scheduler to confirm the appointment. The scheduled slot is then noted as confirmed.

Billing/Insurance

1. **Does the system have the ability to "scrub" the claims before they are submitted, verifying that the required information is on the claim necessary for processing and payment?**
   Yes, prior to sending claims electronically or printing them to paper, the system "scrubs" the claims to check for any typically missing or insufficient values. This process increases the rate of immediate payment.

2. **Does the system auto-age patient bills?**
   Yes, MBA will auto-age a patient bill.

3. **How does the system handle filing secondary insurance**?
   Once the primary insurance pays a claim, the claim is immediately turned to secondary insurance responsibility. In some cases the claim will automatically file to the secondary insurances, specifically in cases where the electronic remittance advice feature is used. Otherwise, the secondary claims will print once the user initiates the "print secondary claims" feature easily with the click of a button.

4. **Can the system auto-post an electronic EOB?**
   Yes, MBA has the ability to automatically post an EOB. This feature is called the electronic remittance advice (ERA). This popular feature has proved to be a valuable asset to our clients' practice. The process of posting payments, which can typically take several hours a week, can now be done with MBA in a matter of minutes.

5. **Can the system identify which previously filed claims are unpaid?**
   Absolutely. The user can then initiate the events to have the claim sent to the insurance company again or refile the claim. This can be done easily in a batch sequence for a specific insurance or on an individual claim basis.

6. **Can more than one person be in an account at the same time?**
   Yes, more than one person can be in an account at the same time. There are no limitations with the number of people who can be in an account at a given time.

7. **Can the system handle an "explosion code?"**
   Yes, MBA can handle an "explosion code" or combination code. Once the user identifies the codes to be used, the explosion code will be activated in the charge entry screen. This feature ensures the proper coding for certain procedures.

8. **Can the payment and adjustment information for one charge be viewed in a single screen?**
   Yes, for a given charge, payment or adjustment, the corresponding charge, payment or adjustment can be quickly viewed in a single screen, thus decreasing the amount of "clicking" to access your data.

9. **Can adjustment types be assigned to appear in a specific color?**
   Yes, adjustment types can be assigned a specific color for flagging policies. In addition, an adjustment can be configured so that a comment is required when that adjustment is used. In cases where an account has been sent to collections, it may be important for the practice to note the specific details. When applying the adjustment for a collection situation, the transaction will appear in the color specified.

10. **Can a patient statement be sent out to an entire family rather than an individual patient?**
    Yes, in cases where a family account exists in your system, the account can easily be setup to send a single statement to the responsible party rather than a single statement to each member.

11. **Does the system allow HCFA print information to be assigned to a single insurance company?**
    Yes, for cases where an insurance company requires specific information on a HCFA and only for that insurance company. For instance, if an insurance company requires a suffix or specific identification number, MBA can easily accommodate the request with its user defined fields.

12. **Can the system manage multiple fee schedules?**
    Yes, the system can easily manage multiple fee schedules and different fee schedules with respect to the date of service. In addition, the system allows the user to print the fees side by side for comparison.

13. **Can the system manage multiple Responsible Parties, other than the insurance the companies?**
    Yes, the unique responsible party feature in MBA allows the user to establish multiple responsible parties for a given account. This comes in handy in situations where an institution or Workman's Compensation is involved.

Costs and ongoing support

1. **How is the cost of ongoing support determined?**
   The ongoing cost of support is based on the purchased features and the number of workstations at your facility. We are confident that you will find the cost of support to be among the most competitive on the market.

2. **How often are software updates provided? What are the procedures for updating the software? Will the office be required to function without a system for a given amount of time?**
   Software updates are provided on a quarterly basis. The update process is automated. Simply inserting the disk and clicking on a file to start the update is required. Since the updates only take a few minutes, your office will not be required to be out of the system for an extending period of time.

3. **Who do we call for support?**
   You call Medford Medical Systems, the owners and developers of Medical Billing Assistant. The support department can be reach by direct phone call, email, fax or by filling out a support form on our website. Support is important to the overall success of our company. Our goal is to provide our clients with the best possible level of support.

Medical Billing Assistant works for nearly all practice specialties including:

- Anesthesiology
- Cardiology
- Dermatology
- Diagnostic Imaging
- ENT
- Family Medicine
- Gastroenterology
- General Surgery
- Hospitalists
- Internal Medicine
- Medical Billing companies
- Neurology
- OB\GYN
- Occupational Medicine
- Oncology
- Orthopedics
- Pediatrics
- Plastic Surgery
- Podiatry
- Physical Therapy
- Rheumatology
- Urology