

Medical Billing Assistant Features

It's not what you bill, It's what you collect

Medford Medical Systems has provided billing and office management software, as well as practice management and systems consultation for nearly 20 years. By setting exceptional service standards and providing great products, Medford Medical Systems has become widely popular throughout the nation. Providing medical facilities with the tools to be successful is the goal at Medford Medical Systems. Our success is dependant on our client's success.

Healthcare organizations look for tools to help them meet their goals in a world of growing constraints. Medical Billing Assistant (MBA) bridges the gap between those goals. By providing an exceptional product and support services, Medical Billing Assistant is right for any medical office environment.

Please visit our website or contact us for an MBA demonstration. Ask us how we can improve your collections!

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Reasons why clients select Medical Billing Assistant over the competitors

- Easy to use and Easy to learn
- HIPAA compliant
- Electronic Remittance Advice – Post thousands of Payments with a few clicks
- Recall and Reminders – Tickler system
- Able to automatically load Fee Schedules
- Able to 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 and Patient Number
- Displays daily totals for balancing for each user
- Multiple format options for Patient Statements
- Scheduler with Ease of Use, Management and Flexibility to allow for efficient appointment scheduling

Medford Medical Systems – Medical Billing Assistant Features

Patient Information

- Patient Accounts allow for individual or family accounting
- Search for Accounts by name, social security number, Phone number, Birth Date or account number
- Track HIPAA required Privacy Notice signatures

Recall and Reminders

- A reminder can be setup for any account
- Creates an efficient follow up system
- Allows follow up for Medical or Billing issues
- Create reminders based on appointment reasons
- Create reminders for individual providers

Charge and Payment Entry

- Line items entry method
- Manual or automatic entry of transaction date or date of service
- ICD – 9 history provided during charge entry
- Ability to correct charges without deletions and refile immediately
- Customizable payment and adjustment codes allow for flexibility and management
- Color coded payment and adjustment codes for easy viewing
- Quick view from one screen for transaction history

Claims Submission

- Electronic claims submission directly to Medicare and Medicaid
- Commercial claims processed through clearinghouse
- ERA capabilities – Automatically post an EOB in a matter of seconds
- Accept/Reject and Submission reports usually available after 24 hours
- Customization for any claim form requirements
- HCFA printing for any printer type
- Resubmit claims by insurance
- Claim scrubber for pre-submissions to minimize rejected claims
- Four easy steps to check claims, build file, send file and receive response file

Patient Statements

- Print based on a billing cycle
- Print for all patients at once, specific or individual patients, or within a certain range
- Track statement history for each account
- Customize statements with individual formats
- Change formats for an individual print job
- Comments may be personalized to reflect collection status
- Set practice specific criteria with Statement Options
- Manage with print history



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Appointment Scheduling

- Create a schedule by provider or resource
- Give each schedule specific functional criteria
- Color Code appointment type
- Print daily schedules based only on the criteria needed (comments, insurance, and chart number)
- Quick navigation for appointment search
- Appointment history for every Patient Account which includes No Shows
- Confirm daily appointments with a simple click
- Specify the time increment and number of appointment bookings for a given time
- Print an entire day's charge or routing slips with a few clicks
- Override default schedule for unique scheduling days
- Block times for non-patient appointments
- Appointment creation and modification tracking for internal auditing
- Print schedules for all providers with one click
- Create a waiting list

Report Manager

- Print to screen, printer or Microsoft Word and Excel files
- Wide Range of Reports by provider and date range including:
- Aging Accounts Receivable report with nearly every view imaginable
- Charge Analysis by CPT code, Diagnosis code, Facility, Primary Insurance, Provider, and Referring Doctor
- Charge, payment and adjustment summaries by month and year
- Daily Summary report
- Business recap report showing monthly totals and YTD totals or charges, payments and adjustments

Report Manager continued

- Inactive Patient report
- Insurance Aging report
- Insurance Charge Analysis by CPT
- Insurance Income report
- Insurance Patient Count
- List of Charges by CPT Code, Diag Code, and Place of Service
- Monthly Revenue Report
- Patient List by Employer, patient type, Referring Doctor, and Responsible Party
- Patient Locale
- Patient Report by Birthday
- Credit Balances
- Payment Analysis by Adjustment Date, Charge Date, and CPT category
- Payment Lag Report
- Payment Totals Received with Charge Detail
- Revenue Analysis by Facility, Insurance Group, and Referrals
- Summary Aging A/R by Doctor, Patient or Insurance
- Visit Analysis by Plan Type
- Yearly Revenue Report

Additional Features

- Security Settings based on User Functionality
- All systems modifications are labeled with user and date
- Ability to house multiple satellite locations
- Flashing Patient Alert notifies user of unique situations
- Chart Request feature
- Assign reports to print to multiple printers
- Routing Slip or Superbill Design allows for quick changes or easy designing of new slips.

Medford Medical Systems – Medical Billing Assistant Features

Support

Ongoing client support is the most critical part of providing a strong Practice Management system. For the past 20 years, Medford Medical Systems' dedication to client satisfaction has proved to be a success. Clients purchase Medical Billing Assistant because it's the trusted product among their colleagues, not because of intense marketing campaigns. Our dedication to your satisfaction is achieved with the following support services.

- **24/7 Phone Support** – Our representatives are available during normal business hours from 7:00am to 6:00pm MST. After hour support services are covered by an on call representative.
- **Online training and support** – Given today's technology, we can easily connect to your systems online within a matter of minutes.
- **The MBA Support Maintenance Program** is designed to be a "Value-Added" feature of the program. Value that is measurable, not a "necessary evil" as most other support programs turn out to be. We provide one update per quarter for MBA software that will include enhancements and approved modifications requested by our clients.
- **We listen** – All requested program enhancements are recorded and evaluated for development. MBA was built for users by users, an important part of our success.

Technical Information

The **minimum specifications** for MBA is dependant on your environment. The specifications are as follows:

Server (On-Site Server System)

1-5 Workstations

- Windows 2000/XP Pro
- PIII 750 Mhz
- 512 MB RAM
- 4 GB Free disk space

6+ Workstations

- Dedicated Server
- Windows 2000/2003 Server
- Pentium 4 or Xeon
- 1-4 GB RAM
- 10 GB Free disk space

Workstation(s)

- Windows 2000 or XP Pro
- Celeron 400 mhz
- 128 MB RAM
- 250 MB Free disk space

Database Specifications

- Medical Billing Assistant utilizes Microsoft SQL Server database platform