

Tuesday, June 25, 2013

We have been using myeMED billing services for the last 3+ years. Prior to that I had in-house billing and had high staff turnover affecting the collections process often. Now that we have outsourced the billing process, I do not have to worry about the staff turnover affecting the billing process adversely. Also the collections have increased in comparison to in-house billing. This gives a peace of mind and helps me to concentrate on other aspects of my practice. The CEO of myeMED is easily approachable and always ready to offer helpful suggestions to enhance the collections. The myeMED billing staff are always polite, courteous and willing to work with me and my office staff. The myeMED billers also are prompt in attending to our needs and available without time lag. This means that the phone calls are returned the same day in a short amount of time. We have never heard any complaints from my patients about the myeMED billing company. I infer that they are polite and helpful in answering the patient's questions.

About one year ago we had used the credentialing services offered by myeMED when we moved the office location and was very satisfied with the quality of the work. They went above and beyond in coordinating the change of address with the insurance companies in a short time span. Overall I am satisfied with their services and continue to use them.

Neurology Physician in Practice for 11 Years