

# Medical Billing Professionals, LLC



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This month, we are pleased to introduce you to Medical Billing Professionals, LLC (MBP). Ranadene Tapio founded this company in the spring of 2000 when she decided to leave her corporate position in the Long-Term Care/Assisted Living market in order to utilize her talents in a way that provided more time for her growing family. She started by offering billing and consulting services to medical facilities and clinics and has grown MBP to be a full service Practice Management Company that provides professional and comprehensive billing, patient accounting and collection services. They have a diverse client base including General Family practitioners, chiropractors, optometrists, physical therapists, and Mental Health service providers.

Medical Billing Professionals are experts at claims reimbursement and bring a variety to advantages to the table for their clients. By outsourcing their billing and collection activities, medical providers are able to reduce their operating costs, including payroll taxes, workman's compensation and unemployment insurance, employee benefits, lost time due to employee absences, and office hardware, software and equipment expenses related to maintaining an in-house billing department. These services allow their healthcare clients to focus on patient care, which results in repeat business and practice growth!

In addition to their billing services, MBP also provides a wide variety of medical consulting services in areas that include new practice start-up assistance, code and fee analysis, HIPAA training and policy development, training and support for those that wish to view their billing system, and healthcare staff training & development. They also make themselves available for speaking engagements and offer full day training seminars every 90 days for billing, insurance and collection related issues.

What sets Medical Billing Professionals apart from their competition is the level of dedication to their clients and their maintenance of high standards of service. For example, the MBP staff goes beyond merely sending out bills to their clients' patients and submitting claims to insurance companies. They analyze the bills being submitted to make sure that processing errors are corrected and that a doctor is billing for all of the services performed prior to the claim being sent to the insurance company. This reduces the amount of rejected claims, speeds up the processing time, and increases the overall return to the medical provider.

MBP is not satisfied with the status quo or merely doing a good job for their clients. They strive to obtain the highest level of reimbursement for their customers in the shortest amount of time possible. Their collection rate is roughly *ninety percent (90%)* of receivables being collected within the first 40 days of service, which is considerably higher than the national average of seventy percent (70%), according to Christy Kutzero, Director of Sales and Marketing at MBP. They also make every effort to keep their employees educated, informed and up-to-date with the ever-changing health care industry so that they can provide the best service possible and ensure that their customers are getting the payments that they deserve to receive.

A major factor that has led to the success of Medical Billing Professionals is the fact that they truly believe in what they are doing for their clients. When speaking to one of their representatives or examining their website, [www.medical-billing-professionals.com](http://www.medical-billing-professionals.com), one comes away with a sense that MBP is a company with a mission, not just a service to perform. Their devotion to their clients is evident in the extra services that they provide, such as the aide that they offer to help new doctors know how to set up an effective billing practice or the continuous efforts that they make to keep the medical community informed about changes in the medical billing industry. MBP focuses on the needs of the individual medical practice and works to create cost-effective solutions that are geared to the doctor's needs, rather than requiring that the client simply adapt to their way of doing things.

When asked what was the best piece of advice that has helped Medical Billing Professionals to grow and thrive, Ranadene offers "To trust your instincts about the people you meet and to stay true to one's self in all business situations." By adopting these philosophies, she has been able to develop a strong rapport with the people that she works with and her customers, as well as translate her integrity and dedication into the bedrock of MBP.

Ranadene and her staff are also pleased to announce that they are expanding their business operations by launching a new division of their company, My Billing Professionals, LLC. This new division will allow MBP to work with clients in non-healthcare related businesses. Their target market is small to mid-size businesses that can benefit by having a dedicated team of specialists to perform their billing and collections operations, addressing customer questions regarding their statements and past due bills, and enjoy the cost savings associated with outsourcing.