



What should a provider look for in a billing company?

There are four key elements that any provider should look for when searching for a partner to do their billing. The first key element is to review their consistency in their collections and turn around time. Ask for references and speak to their current and previous customers to find out if the billing company has consistently received the same reimbursements and if the providers are getting paid in a timely manner.

The second key element to finding a billing company is exceptional customer service. As a provider, you want to make sure that the billing company is dedicated to your project, regardless of how big or small your facility is. Ask questions about who will be your day to day contact, how many FTEs will be working your accounts, and when those people will be available for you to contact. Building a relationship with the representatives who will be working with your patients and their accounts is a great relief, knowing that your patients are also receiving the same kind of care from these representatives that you would provide to them yourself is golden.

The third key element of finding a billing company goes hand in hand with the second element. All of the staff at the billing company should be educated on billing and collections, and should be up to par on the latest codes and rules. When seeking a billing company, a provider should make sure to ask if the billing representatives are certified or trained in coding and billing, and what that entails. A billing company that has educated employees will be more than happy to share that information with you.

The last element of finding a billing company is to look for a company that has experience. A company that has been around for 5 years or more has had much more experience dealing with insurance carriers, patients and attorneys than a company that is just starting up. Always trust your instincts about the people you meet, and make sure to ask a billing company all of the questions that you have. If the billing company has experience under their belt, there should not be a question that is too hard or a project that they can't help a provider with.

Information provided by [Ranadene Tapio](#), President/CEO of [MediBill Professionals, LLC](#) and appears on AMBA's Ask the Expert Site: <http://www.ambanet.net/expert.htm>