

January 8, 2010

I am the President of Function Enhancing Physical Therapy, a company that provides out-patient physical therapy service to the community. We currently have three locations in the New York City metro area. Our growing success is directly related to proper and timely reimbursement for all the services we provide. Hundreds of great clinicians go out of business yearly because they never retrieve money for services they have provided, and, have provided with exceptional quality.

The most critical aspect of successful practice, aside from providing quality services to patients, is positive cash flow. To establish positive cash flow, in a practice that makes the majority of its money from insurance company reimbursement, the billing has to be performed in a timely manner, in accordance to the rules and regulations that each payer has set, and with extreme care in performing all services with prior authorization.

This can all be an overwhelming task for an in-house biller with limited education and background knowledge in the insurance reimbursement process. As your practice expands you will require more full time billers to handle the reimbursement aspect of your practice. Most on staff billers, with a set salary, will also have limited motivation in billing and collecting every penny for services you provide.

A year ago I was faced with the same dilemma. Do I hire more billers or do I outsource my billing? I never liked the idea of giving someone outside my company the duty and/or the responsibility of retrieving my money. I did not believe that anyone could or should care more than me about getting all our services reimbursed.

When meeting with E2 Medical Billing Solutions it was apparent that they had the same goals as us. Our success was their success. They had a direct and personal interest in making sure that every service we provided was authorized, billed correctly and paid for.

Through the course of this past year E2 has been the driving force of our reimbursements. They have provided a service that is above and beyond what we expected. We have not simply hired a billing company. They provide constant reminders about approaching deadlines for authorizations, contradicting procedure code documentation, missing notes and timely documentation. These are qualities and services that you will not receive from giant billing companies that handle the most important aspect of your business from over-seas.

Doing business with E2 has been a great stress reliever. I no longer stress over whether my billers care enough, bill correctly or if the front desk has been monitoring the authorization process.

I would strongly recommend E2 Medical Billing Solutions to any practice owner that loses sleep at night over wasted services and improper billing procedures by inexperienced billers that costs the practice tons of cash to learn their job only to leave soon thereafter.

Sincerely,

Nicolaos Spiratos, M.S.P.T.  
Function Enhancing Physical Therapy