

MBM NEWSLETTER

A newsletter for the clients and friends of Medical Billing Management

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Merry Christmas, Happy Hanukkah, and Happy Holidays to All!!!



eClinical Works and MBM Focus on Bermuda Medical Specialties' Cash Flow

Dr. Arlene Basden, Chief Medical Officer, and Marico Thomas, Chief Executive Officer, founded the Bermuda Medical Specialties Group (BMSG) in 2017, to offer patient-focused, high-quality care to the people of Bermuda. In October 2019, BMSG opened its Health Express Urgent Care Center on Reid Street in downtown Hamilton. The people of Bermuda now have access to multi-specialty healthcare with patient-friendly hours, open late Monday through Saturday, with no appointment necessary. BMSG will now utilize even more of the broad offering of features built into the eClinicalWorks system, including the features enabling expedited service for patients and providers in the Urgent Care Center environment. Our MBM Team is privileged to perform the billing operations for BMSG. Dr. Basden said, concerning MBM's billing services to BMSG, "MBM has helped BMSG to collect our hard-earned reimbursements." You can view the video interview with Dr. Basden on our Website, www.medical-billings.com/eClinicalWorks-billing.



MBM's BMSG team, from left: Nancy Moglia, Colleen Pizzo, and Sabrina Nguyen



From left: Kristine Dicaire, RN, eClinicalWorks Sr. Marketing & Sales Exec., Marico Thomas, Chief Executive Officer, BMSG, and Dr. Arlene Basden, Chief Medical Officer, BMSG.

CentralReach + Spectrum Analytic Consultants + MBM = Success!!!



SAC makes a point of working closely with parents

Spectrum Analytic Consulting (SAC) provides services in the Atlanta area to children and adolescents with developmental disabilities. But there were times when the good work of this highly professional ABA agency went unrewarded financially, primarily because insurance claims were not always tracked and followed up for payment.

In 2019, Melissa Steele-Parks, her husband John, and the entire BCBA and RBT team embraced the CentralReach system to capture all the sessions with the children, the complex appointments schedule, and the various insurance authorizations.

The MBM billing team stepped in to handle the billing and claims follow-up. And the result is that now the good work of this effective ABA agency can continue unabated, with insurance payments coming in to support their ongoing behavioral therapy.



MBM's billing team for SAC: Diane Thornell, left, and Jamie Mezzetti.



CentralReach CEO Chris Sulens, left; MBM's Curt Anderson, and CR's Sr. VP Mark Cope

Autism Support Now Adopts CentralReach, Opens Three Offices

Autism Support Now (ASN) originated in Kansas City, and has already opened operations in Cape Girardeau, which is in the Southeast Missouri region and has two additional operations that are planned to open in the next few months. The founders, Sam and Hope McPheeters, know the challenges facing families with children in the autism spectrum. As ABA services providers they "strive to build a better future for every child."



ASN President Susan Johnson

Last year ASN adopted the CentralReach system, which is the leading operations system for ABA agencies nationwide because it expands seamlessly with each growing ABA agency. And, because the billing function is driven through the same CentralReach database as the operations (session notes, schedule, and authorizations), ASN billing captures every session with the kids and ensures that every session is billed and collected from the various insurance providers. MBM is pleased to be the billing partner for this successful, and expanding ABA provider.



Lory Nickerson is MBM account manager for ASN



The CR Institute offers behavior analytic and software courses to ABA providers

AmbuPro EMS and Sioux Center Ambulance: Five Years of Success

Sioux Center Ambulance (SCA) has provided EMS services to Sioux Center, Iowa and surrounding communities for the past 18 years. In the photo below are the drivers, EMTs, paramedics, and registered nurses that compose the 25-member team. Since its inception in 1972, SCA has always maintained a high level of service and technological advancement as evidenced by their adoption of the AmbuPro EMS system only 5 years ago.

The AmbuPro EMS system not only enables the Sioux Center EMT and paramedic team to quickly and accurately document each ambulance trip, but also enables the very committed, hands-on SCA management team to oversee the operations and make adjustments to accommodate the patient schedule. SCA is committed to “comprehensive care for the patients and the citizens” of their corner of Iowa.



MBM's SCA billing team, from left: Felix Rodriguez, Amanda Tabor, Amber Hammett, and Nancy Moglia



Here are 18 of the 25 staff members of Sioux Center EMS

MBM Supports Homeless Shelters and MA Gov. Baker's Fund Raiser

Rich or poor, we are all connected by music. And here's additional proof: on November 2, the Boston Minstrels, who have been singing in homeless shelters and prisons every week for the past 29 years, joined in song with residents at Boston's Southampton Street Shelter. The residents often took the microphones and sang lead with the Minstrels backing them up on old classics like Bob Marley's "One Love", the Temptations' "My Girl", the timeless "Amen", and other inspirational and rock cherries. Amazingly, the night before, the Minstrels sang with the attendees at Governor Charlie Baker's North Shore



Tim McHale in front and Curt Anderson behind him



MA Gov. Charlie Baker, in white shirt, and the Minstrels

fundraiser in Danvers. Everyone at both events sang the same songs. Music truly unites us all. In the photo above behind Minstrels founder Tim McHale, on the wall of the shelter, are Barack Obama's words: "We don't ask you to believe in our ability to bring change. Rather, we ask you to believe in yours."

eClinicalWorks and the Neurology Center of New England: A Powerful Combination

The Neurology Center of New England (NCNE) provides comprehensive neurological care for the residents of Massachusetts without having to endure the often difficult, lengthy, and/or expensive trip into Boston's hospitals. NCNE's founder, Dr. Salvatore Napoli, was named by *Boston Magazine* as one of Boston's top doctors in 2017 and 2019.

The providers manage patient conditions such as multiple sclerosis, Parkinson's disease, dementia, spasticity/dystonia, neuropathy, numbness, migraine headaches, and other disorders.

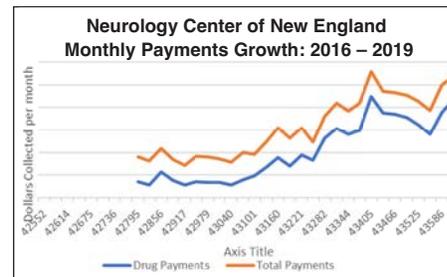
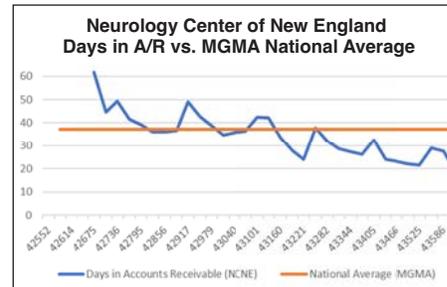
With a very busy patient flow through this important neurology practice, it is essential to carefully capture each patient encounter for easy reference, and to ensure that each encounter is actually billed to the proper insurance, and is then promptly collected from the various insurance providers for NCNE's patients.



MBM's NCNE team from left: Maureen Melillo, Beth Linnekin, Colleen Pizzo, Sabrina Nguyen. In front, Nancy Moglia

eClinicalWorks provides the critical operating and billing systems that are central to this swiftly growing practice's financial success.

MBM is pleased to have been able to bring NCNE substantial collections success, as demonstrated in the two graphs at left that record the growth of collections and the decline in accounts receivable — which are well below the national average of 36 days of production in accounts receivable.



Our 29th Year in Business! And Our Referral Fee, with Our Gratitude!

Our team has grown since its inception in 1990, and we are now proudly helping ABA agencies serve the needs of individuals diagnosed in the autism spectrum, as well as physician practices and ambulance companies nationwide. We are growing, so call us if one of your fellow specialists or referral partners might be interested in our services. We will credit your account with an amount equivalent to one month's average MBM revenue from that practice.



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