

GlanceComplete ó The Biller's Assistant in Action

Healthy Kids Pediatrics ó GlanceComplete in Action

Healthy Kids Pediatrics, a growing 10 physician practice in East Windsor New Jersey, had outsourced their billing for years and was very happy with the relationship. Healthy Kids provided their biller with completed superbills, demographics, and insurance info via mail and their biller submitted the claims and did all of the follow up including the patient billing.

“We made the decision to introduce EMR into our practice and our biller's solution was too expensive” stated Paul Shah, M.D. “We considered several EMRs and practice management software. We were considering an in house billing team.”

Healthy Kids ultimately selected GlanceComplete, Glenwood Systems assisted billing product. GlanceComplete provided the practice certified EMR and practice management software paired with Glenwood service processing the administrative billing tasks. Complete with integrated patient portal, insurance eligibility verification gateway, electronic medical record documentation software, electronic lab interface, electronic prescribing, scheduling, automated patient reminder software, electronic fax software, robust practice management reporting, all aspects of the product are a seamless part of the billing software and process.

“GlanceComplete gives us the opportunity to participate in and oversee the billing process in our offices” said Shah, “The 2% pricing model was unique especially since it incorporated the EMR and a billing service component. Having the EMR directly inputting charges into the PMS is an important improvement. It has allowed us to reduce the number of days between encounter and billing date speeding reimbursement.”

During the first year over 300,000 billing transaction records were generated by the practice. Glenwood's system of combined software, process and service was able to assist Healthy Kids Pediatrics complete the office billing with a single biller and produce strong financial results improving office workflow, clinical documentation and billing efficiencies to drive a documented collection rate of better than 99% for the practice.

“With our old billing model we left much of patient pay collections to the outsourced biller. Using GlanceComplete we have greater focus on the billing process. Glenwood's product has reduced the number of billing input errors, missed bills and helped us improve our front desk collections. Because we've been able to standardize the best practice patient encounter, the software double checks to ensure all tasks are covered helping to eliminate missed charges.” said Dr. Shah. “GlanceComplete is an excellent product for a practice that is organized and dedicated to billing efficiencies.

Technology and Process designed for the efficient medical practice.