

*“Leveraging technology and talent globally  
to serve healthcare facilities”*



MDofficeManager

- Medical Transcription Services
- Medical Billing Services

Contact Us : 877-786-7604

[www.MDofficeManager.com](http://www.MDofficeManager.com)

*MDOfficeManager is a health econometrics company based in the Metro Louisville, KY, area. We provide a range of healthcare services to medical practices throughout United States. We are the leading providers of Medical Billing & Coding, Medical and Non-Medical Transcription services to small and large hospitals, nursing homes, clinics, physician practices, attorneys, insurance companies, etc. Our accurate and efficient services result in an improved revenue cycle, staff productivity, and lower costs.*

**WE FOCUS**

*on Six Sigma Philosophy to deliver accurate, cost effective, and user friendly services. Our secured cutting-edge technology is backed by a certified and experienced team of professionals and staff members.*

**WE VALUE**

*quality patient care and the role MDOfficeManager plays in advancing that goal.*

**WE UNDERSTAND**

*the delicate balance between quality and cost, and at MDOfficeManager, we help you achieve that balance.*

**WE MEASURE**

*our performance based on quality of our services and client satisfaction.*

**WE PROVIDE**

*Datamining capability to facilitate healthcare research through an enhanced and customizable search engine.*

**WE COMPLIMENT**

*medical transcription service with E-Edit (online editing), E-Sign (online signature), Online faxing, and Online printing.*

**WE ENCOMPASS**

*the complete Revenue Cycle Management service from scheduling through reimbursement using your practice management software or our partner software. This involves Patient Scheduling, Voice Capturing, Transcription, Faxing, Datamining, Medical Billing & Coding, Clearinghouse, and A/R follow up.*

# Business and Legal Transcription Services

## Business Transcription Services

**MDOfficeManager provides traditional transcription services for non-healthcare clients. These transcription services include:**

- ▶ Conference calls
- ▶ Board Meetings
- ▶ Interviews
- ▶ Focus Group Meetings
- ▶ Business Meeting recap
- ▶ Report preparation

Any type of digital dictation equipment can be used.

Whatever your business documentation needs, MDOfficeManager is ready to respond with high-quality business documentation formatted to suit your requirements.

## Legal Transcription Services

The importance of accurate transcription of legal matters cannot be understated. Whether the situation involves a deposition, trial tapes wire taps, or court proceedings, transcriptions must be executed to the highest degree of accuracy due to the possibility that a decision in court can turn on a single word or phrase.

**MDOfficeManager provides legal transcription services for the following:**

- ▶ Depositions
- ▶ Court tapes
- ▶ Verbatim
- ▶ Wire taps
- ▶ Trial
- ▶ Correspondence
- ▶ Memorandums and other internal communications
- ▶ Legal Pleadings

## Transcription Services for Insurance Claims and More...

**Insurance Transcription includes the following:**

- ▶ Recorded statements
- ▶ Notes on investigations and probes
- ▶ Summary reports
- ▶ Theft/property damage reports
- ▶ Insurance reports for property, casualty, holdings, assets, etc.
- ▶ Strict verbatim/intelligent verbatim

## Market Research Transcription Services

Market research includes both focus group and interview transcription. Normally, focus groups are geared toward research and include interviews with many participants. Occasionally, there will only be one participant, and this would be considered an interview.

Researchers spend a great deal of time collecting data for analysis. Reducing the audio to written form allows for a more thorough analysis and review of the data.

MDOfficeManager has the ability to provide clients with utmost accuracy to meet or exceed the timelines necessary. Although it is difficult sometimes to distinguish between many speakers, MDOfficeManager transcriptionists are highly skilled and seasoned in this area of expertise.



# Medical Transcription Services

## ► Why Us

Our dedicated team of transcriptionists are among the industry's most talented. With many bringing 30+ years of experience in transcription and quality control, our standards remain some of the highest in the industry. We continuously train and test each team member on a number of disciplines to match their specific talents to your specific needs. Through this process, we are able to provide you with expert transcription in any field you require. So, if you have a specialty need, rest assured that we have the specialist to fill it.

Whether it's our flagship medical transcription service **MediVox** or our specialized transcription services of Cardiology **CardioVox**, Urology **UroVox**, and Oncology **Oncovox**, we provide you peace of mind by handling all of your medical transcription needs.

## ► Our Services Include

### Multiple Dictation Options

- Digital Dictaphone
- PC Based Dictation
- Telephone Dictation
- Wireless Dictation (iPhone)

### Retrieval Options

- SSL secure web-based delivery
- Integration with existing EMR
- Secure Fax
- Secure E-mail

### Document Services

- Customized templates
- Normal templates & macros
- Customized report by dictation styles

### Features & Technology

- E-Edit - Web-based online report editing
- E-Sign - Multilevel online electronic signature with date & time authentication
- Online Faxing - Manual & auto faxing service
- Online Printing
- Data Mining - Customized & researchable filters
- HL-7 interfaces
- 256-bit SSL secure data transitions

### Key Benefits

- Guaranteed turn-around-time
- Technical support available by telephone, secured E-mail, web, secured IM, and on-site
- Guaranteed HIPAA Compliance
- Archival of records and voice files

## ► Savings

- Web-based platform eliminates cost associated with hardware, software, upgrades, and support
- Certified Transcriptionists save time in corrections
- Online Editing, Signing, Faxing, and Printing increase staff productivity
- Archival backup saves storage costs
- Multiple Dictation Options increase physician productivity
- Significant savings of up to 30% or more over in-house transcription



# Medical Billing Services

## Processes

### ▶ Patient Registration and Verification:

We enter patient demographic information and verify its accuracy.

### ▶ Insurance Eligibility and Benefits Verification:

We check the benefits and eligibility of the patient before the provider renders service and record it in the practice management system.

### ▶ Coding:

Coding for diagnosis, services rendered, and appropriate modifiers is verified and set.

### ▶ Charge Posting:

Charge information is entered into the system for medical billing claim generation after a thorough reconciliation from both the provider's office and MDofficeManager.

### ▶ Claims Management:

E-claims and paper claims are generated and sent out to payers via medical clearinghouse. Claim receipt acknowledgements are checked and unsent claims are re-filed. Payer responses are checked and processed.

### ▶ Payment Posting:

ERAs and EOBs are processed and payments are either auto-posted or manually posted into the system.

### ▶ Denial Management:

Claims denied on EOBs are corrected and re-filed or appealed appropriately.

### ▶ Reports:

Monthly billing summaries with effective collections, billables, and outstanding balances are provided. Client-specific reports are also submitted on a monthly/quarterly/yearly basis. Provider and administrator have full control of system.

## Why Us

MDofficeManager provides affordable, fast, and effective medical billing services to healthcare facilities throughout the United States. Provider and office staff can view/audit billing status in realtime. The revenue cycle for medical practices has become more complicated than ever. With ever-changing insurance company policies, government policies, compliance regulations, and healthcare reforms, it has become difficult for physicians and their staff to keep pace. This results in incorrect or delayed claims filing and/or decreased reimbursements. We file both paper and electronically to over 1500 payers across the United States. We employ certified medical billing experts whose only focus is medical billing, allowing you to focus on patient care.

## Benchmarks

- ▶ Increase collections by 15-20%
- ▶ Decrease A/R to 45 days or less
- ▶ Rejection rate of less than 10%
- ▶ 120 days' old A/R less than 10% of total A/R



# Audit Services

## ► Highlights

**MDofficeManger provides a full range of audit services including:**

- ICD 10 ready
- Uncover lost revenue
- Provide assurance of compliance
- Inoculate against potential legal and financial risk
- Validate internal audits
- Provide post-audit education
- Offer peace of mind
- Appropriateness and accuracy of documentation
- Correct coding and billing validation
- Compliance audits
- Revenue cycle audits

## ► Why Us

Physician practices lose billions of dollars every year due to incorrect coding and billing practices. These errors can result in denied claims or potential lawsuits. MDofficeManger assists you in avoiding errors when you have an RAC or payer account review.

MDofficeManger's medical code auditing is designed to identify and clarify existing weaknesses within the current medical record documentation and coding processes, validate the quality of the coding, and establish a standard for documentation and coding accuracy.

MDofficeManger provides a comprehensive and accurate review of the coding, billing, and reimbursement practices. We identify areas of risk and provide support and training to implement corrective actions.



## WE SERVE...

- › Solo practices
- › Single or multispeciality group practices
- › Hospitals
- › Skilled nursing facilities
- › Pharmacies
- › Medical research centers
- › Surgical centers
- › Insurance companies
- › Law firms

**Contact us:**

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### **MDOfficeManager**

400 E 10th Street  
Jeffersonville, IN 47130

Phone# 877-786-7604  
Fax# 877-828-1729

Email: [Info@MDOfficeManager.com](mailto:Info@MDOfficeManager.com)  
Website: [www.MDOfficeManager.com](http://www.MDOfficeManager.com)