



Mental health BILLING SERVICE LIST

Compiled by
Barbara Griswold, LMFT, Author of
*Navigating the Insurance Maze: The Therapist's Complete
Guide to Working With Insurance – And Whether You Should*

2018–2019

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Disclaimer: The inclusion of any billing service on the list does not imply endorsement. Comments and opinions expressed are solely those of the billing service owner or therapist reviewer who provided information on that service, and are not the opinions of Barbara Griswold, LMFT. Opinions expressed by therapist reviewers reflect the individual’s personal experience and may not be representative of the experience of other clients of that service. While attempts were made to reach all billing service owners to verify information, not all responded. Many comments and reviews were edited for length and readability. Accuracy of information cannot be guaranteed, and all information is subject to change (ex. prices, services provided). It is strongly recommended that owners be contacted for the most up-to-date information, and that references be checked before hiring any independent contractor. See page 1-2 for a list of potential interview questions.

Introduction

I consult with therapists daily, helping them “navigate the maze” of mental health insurance billing. For over a decade I’ve heard their sad stories, often involving large losses of income due to errors, late filing, overlooked claims, or denials. As a therapist myself with mostly insurance clients, I understand firsthand how confusing, stressful and time-consuming billing can be, and how at times it can even start to affect your own mental health.

You may have dreamed of hiring someone to take this burden off your hands. But where would you start looking for a billing professional? What would it cost? And how would you know what to ask, and who to trust? There didn’t seem like there was a place to find answers to these questions. Because of this, I put together this package.

What’s inside: This package includes:

- A list of suggested questions to ask when interviewing billers
- Some advice and comments from therapists who have worked with billing services, and
- A list of some mental health billing services from different parts of the nation that have come to my attention; Remember that their location may not be critical -- many billers can work for therapists in other areas of the state or other states. The list is not all-inclusive, but I hope it gives you a place to start.

How the package was put together: I created two surveys – one for billing service owners, and one for therapists that had used a billing service. I then advertised the surveys in my monthly insurance e-newsletter and on several online listservs for therapists. Thanks to all of you who gave your feedback! I only accepted reviews directly from therapists who were current or former customers of the billing service; owners were not allowed to submit testimonials directly. After compiling all data, I attempted to contact each billing service in an attempt to verify, add, or correct information, and to give them a chance to respond to any negative reviews. Some billing services could not be reached for comment. Other billing service owners requested to be removed from the list, so were not included: Some preferred to get clients referred from known sources, others did not want a negative review published, and still others did not state their reason.

If you contact these services, please let them know where you got their name. And if you hire one, I’d love it if you could let me know about your experience. **And it’s not too late if you’d like to tell me about your current billing service!** We update regularly. Please contact me at the e-mail address below and I’ll send you a brief survey.

Important note: I strongly recommend that providers in New York State (and other states where laws prevent fee splitting) should choose a billing service that does not charge a percentage of fees charged or collected, or should negotiate a different fee agreement. New York law states that “Licensed professionals in New York State must review their contracts to verify that the compensation paid to their agents is not based on a percentage of fees for professional services”(Educ. Law §6530 (18)). In 2017 the Medicaid Fraud Control Unit of the N.Y. State Office of the Attorney General issued restitution demand letters to providers for entering into percentage-based contracts.

Now, time to repeat the disclaimer. The inclusion of any billing service on the list does not imply endorsement. Comments and opinions expressed are solely those of the billing service owner or therapist reviewer who provided information on that service, and are not the opinions of Barbara Griswold, LMFT. Opinions expressed by therapist reviewers reflect the individual’s personal experience and may not be representative of the experience of other clients of that service. While attempts were made to reach all billing service owners to verify information, not all responded. Many comments and reviews were edited for length and readability. Accuracy of information cannot be guaranteed, and all information is subject to change (ex. prices, services provided). It is strongly recommended that owners be contacted for the most up-to-date information, and that references be checked before hiring any independent contractor. See page 1-2 for a list of potential interview questions.

Please visit my website at www.theinsurancemaze.com/store to check out other helpful tools like this to help you deal with insurance billing, such as my book and webinars. And contact me to set up a consultation if I can assist you with your insurance questions, practice building support, and case consultation.

Barbara C. Griswold LMFT

Barbara Griswold, LMFT, Licensed Marriage and Family Therapist
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SAMPLE BILLING SERVICE INTERVIEW QUESTIONS

General

1. "Do you have openings for new clients?"
2. "Do you provide services for a therapist in an individual private practice?" (*If applicable: "Do you work with small practices/part time practices/therapists with small number of insurance claims?"*)
3. "What are your office hours?"
4. "What is the best way to reach you? How soon can I expect a response when I contact you?"
5. "Do you have contracts with your clients? May I see one?" (*note from Barbara: I could not more strongly recommend that you have a written contract*)
6. "If either one of us wants to end the relationship, must notice be given? How much?"

Services

7. "What services do you provide other than claims submission?"
8. "Do you check clients' coverage? How do you do this -- via phone, online, etc?"
9. "In addition to private health plans, do you deal with other third party reimbursement types (*whatever is applicable to your practice: Employee Assistance Plans (EAP), Medicaid/Medi-Cal, Medicare, Veteran's Administration, Worker's Compensation, Victim/Witness, Victims of Crime*)?"
10. "Can you directly bill clients (insurance and cash paying clients) who have balances? If so, what is your charge for this?" (*If applicable: "Do you have experience contacting clients by phone or e-mail about their balances on behalf of a therapist?"*)
11. "Do you handle insurance plan applications or recredentialing paperwork?"

Claims – Before Submission

12. "How often do you usually submit claims to the insurance plan(s) – monthly? Weekly? Biweekly, etc? If you receive a list of sessions from me on a Monday, how long would it be before you submit them to the insurance plans?"
13. "What information do I need to provide to you for you to do the billing, and how do I provide it to you (i.e. fax, phone, e-mail, or snail mail?)"
14. "Do you submit claims electronically or via mail? If electronically, do you use HIPAA-secure software or clearinghouse?" (*Note from Barbara: if you are hiring a billing service who is submitting electronically on your behalf, remember this makes you a HIPAA-covered entity for all your clients....*)

Claims – After Submission

15. "What is the process when the payment arrives? Do I receive the insurance check, or do you receive it? If it comes to me, how would I let you know which sessions have been paid, or do you keep track of this?"
16. "Do you follow up when the insurance plan has not paid/denied? How do you charge for this?"
17. "At what point (30 days, 45 days post) do you contact the insurance company when payment is late? How would you notice if a claim hasn't been paid?"
18. "Do you pursue the interest that insurance companies owe for payment over 30 days late?"
19. "Have you ever filed an appeal/dispute? Have you ever filed an appeal with the State Department of Insurance or Department of Managed Health Care?"
20. "If I wanted to regularly receive a list of what claims have been submitted for which dates of service and which are still outstanding, could you give me this? Is this normally what you do? Is this part of your fee or extra? How often could you give me this?"

(Continued)

SAMPLE BILLING SERVICE INTERVIEW QUESTIONS

(continued)

Fees

21. "What is your fee structure? Do you charge by claim? By the hour? What is your hourly rate? Do you charge a percentage of the amount billed / received? What percentage?"
22. "Do you charge a set-up fee at the start of our work together? Do you charge a set-up fee for each new client?"
23. "Are there a minimum number of claims required, or a minimum monthly charge?"
24. "When do I pay you -- In advance, for bills submitted to the insurance plan but not yet paid? Or after claims are paid?"
25. "Looking at my last month of claims, can you estimate what it would have cost if you had done it for me?"

Experience / Background

26. "Why should I choose your billing service?"
27. "Why do you do this for a living?"
28. "How long have you been in business?"
29. "How many clients do you currently have?"
30. "How much experience do you have working with mental health billing (years?)"
31. "How many mental health billing customers have you worked for (estimate)?"
32. "What portion of your business is mental health vs. medical billing?"
33. "How familiar are you with mental health billing in my state – do you have many other clients in my state?"
34. "What would you say are your weaknesses?"
35. "Do you belong to any medical billing or coding professional associations?"
36. "How do you stay current with changes in insurance billing codes and procedures?"
37. "Do you have references I can contact and their contact information (not written testimonials)?"
38. "Please verify your knowledge of the finer points of insurance billing by answering a few questions:"
(answers follow each question, in parentheses):
 - a. "I use the following CPT codes: 90834, 90837, and 90847. Can you confirm the time ranges for these codes? (90834: 38 - 52 minutes, 90837: 53 minutes and above, and 90847: 50 minutes)"
 - b. "What do you know about insurance plans reimbursing for 90837?" (While 90837 can be used for any session over 52 minutes, some plans require preauthorization (ex. UBH/Optum), some will process it but won't pay more than for a 90834, however some will allow routine use of 90837 and will pay a bit more than for a 90834. Another option involves Prolonged Services codes – see what they know about this)"
 - c. "A plan rejected two claims where I put diagnosis F33 and F42 and the denial reason given was 'diagnosis not found.' Why was my claim denied?" (lack of specificity -- lack of the full amount of digits required for these diagnoses -- there are many sub-diagnoses under these headings)"
 - d. For California providers:
 - i. "What is the usual timely filing deadline for insurance plans for network providers?" (60-90 days)"
 - ii. "Who is the current mental health provider for most of Blue Shield in California?" (as of this writing in October 2018, it is Magellan/Human Affairs International/HAI)"
 - iii. "As of this writing, what is the relationship between Blue Cross and Blue Shield of CA? (In CA, they are separate companies – Anthem Blue Cross of CA and Blue Shield of CA, though many CA clients have out of state coverage, where they are one company, ex. "Blue Cross/Blue Shield of Iowa")"

ADVICE/COMMENTS FROM THERAPISTS

The following comments came in answer to the survey question:

“What advice would you give a therapist who is considering hiring a billing service?”

- ❖ “Do it sooner than later. I wish I hadn’t waited so long to go with a biller. Until I hired my biller, I had done my own billing and stayed up nights to do so and lost money. It is not at all what I do well. I guess I would say I hate billing and feel so free now to just see clients and know I am going to get paid.”
- ❖ “Although, hiring a billing service adds a cost to my practice, it has been a huge stress reliever and allows for a more professional relationship with my clients. “
- ❖ “Make sure there is a comfortable relationship between the therapist and the biller. Look for a biller who welcomes questions, who says, ‘if there is a question do not hesitate to question me,’ and will put aside the defensive prickly attitudes and educate the therapist.”
- ❖ “I don't want to waste my time on the computer doing billing. That is not my expertise and it is ineffective. So, that is why I hire an expert to do the work that they can do. “
- ❖ “Look for someone who has a lot of mental health billing experience vs. medical billing experience. They aren’t the same. Mental health billing has a lot of different codes and diagnoses that medical billing services might not know about.”
- ❖ “The best part of working with my service was creating a strong and warm working relationship. Your biller should be a great communicator, experienced working with insurance claims and extremely organized. Make sure they can get back to you in a timely manner and be willing to explain what they are doing, show you the resources, answer questions. Don’t accept it if they say ‘don’t worry’ or ‘trust me’.”
- ❖ “I wish my biller had allowed me to submit dates of service and procedure codes in a digital format, not fax.”
- ❖ “Do it yourself if you're not electronically deficient, like me. Or, choose a smaller billing business where you can get access to the person doing the work....In my case, it increased my practice lifespan by 2 years.”
- ❖ “Find someone who deeply understands the special challenges that go along with medical billing for behavioral health. Trust your gut. Go with someone who doesn’t like loose ends, doesn’t mind explaining everything, who insists on doing it perfectly at her end. “
- ❖ “Determine how long it takes you to do these tasks. Can you generate income with this amount of time if you were to contract the billing out? What kind of stress does it cause for you - personally, professionally, and spiritually?”
- ❖ “Choose someone who has as much interest and pride in their work as you do.”
- ❖ “Choose someone with whom you can have a personal connection.”
- ❖ “I did not want to spend time figuring out computer billing software. My time is better spent on my own craft and working with an expert at the billing requirements.”
- ❖ “I would ask how they view their job, i.e. what they are trying to accomplish, what they like about it, why they don’t, what their best and worst characteristics are, and then give them some complex situations to solve and see how they would deal with them.”
- ❖ “I would ask, 'How can you assist me, so I can do my job, which is focusing on my clients?’”

(Continued)

ADVICE/COMMENTS FROM THERAPISTS *(continued from page 3)*

- ❖ “Other providers ask me if they should hire a billing service, I highly recommend that they do. I recommend a biller who charges hourly. I would also ask: 1) What does the biller do and what is the provider responsible for? 2) How does the biller communicate with the provider and how often? 3) Will monthly summaries be provided?”
- ❖ “I would ask, 'what is their billing system? Are they willing/able to accommodate your current systems? How frequently do they work on your account and what is their turn-around time on your inquiries? What are their percentages of past due Accounts Receivable Reports? How do they handle upset client complaints?’”
- ❖ “Make sure you understand their fee structure and get an estimate on how quickly claims are filed and re-filed when necessary. Also ask, 'how quickly can they verify benefits?’”
- ❖ “Go with one that does not handle the money but focuses on billing so there is no chance of getting skimmed. Find out what the fees cover, if it is a percentage or per claim filed and if they follow up on unpaid claims without charging you extra. Ask if they will help with insurance verification or if there is an extra fee involved.”
- ❖ “Before using a billing service, I used Shrinkrapt billing software, which I found to be tedious and not particularly user friendly. I bought and greatly appreciated Navigating the Insurance Maze, which is an incredibly useful resource that I recommend to everyone who asks. I tried my hand at electronic billing but threw my hands up and asked around for a reputable billing company and found Liberty Billing.”
- ❖ “Make sure they have patience and good people skills. Problem claims require some finesse when explaining to clients. Ask if they follow claims all the way through and call companies to straighten out problems.”
- ❖ “Work with someone you feel comfortable with and trust.”
- ❖ “Ask about how they are able to communicate with you regarding categorizing expenses and how they communicate when they have questions.”
- ❖ “Make sure all needs are communicated up front and that communication is clear and transparent with regard to payment and costs, etc.”
- ❖ “Ask if the billing service has ever failed to get the money from the insurance companies. If so, why?”
- ❖ “I would suggest that the potential biller is able to answer questions in an effective and efficient manner and that their fee for services is fair.”
- ❖ “I would suggest that you ask about the availability of help when needed. Also, make sure that you like the person you will be working with!”
- ❖ “I would find out what they charge and when they take the charge.”
- ❖ “Are patient invoices understandable for the patient? My prior billing service provided invoices that did not show how much the client paid on each date of service. This was not helpful for the client or me.”
- ❖ “When I was still an in-network provider I used Office Ally [online billing], who were also excellent. However, if a claim didn't go through, I was the one who had to call the insurance companies, not them. So, in this way [my out of network billing service] Get Better, is better.”
- ❖ “I would recommend asking specifically what the billing service will provide for the fee charged. I would also ask about promptness of response and follow up.”

(Continued)

ADVICE/COMMENTS FROM THERAPISTS

(continued from page 4)

- ❖ “Because I am billing for PPO out of network, it is important for me to ensure that the client is aware of their deductible and copays. Benefits that are attributed to deductibles still have billing service fees for the approved services attributed toward such deductibles.”
- ❖ “Ask about turnaround time. Ask if the service will follow up with insurance for unpaid claims. Ask if the service will do balance billing [billing by out of network providers for amounts unpaid by insurance].”
- ❖ “Ask about fees, billing process, services offered, how they deal with insurance payment issues and questions.”
- ❖ “I like to go with a single person because I value the relationship vs. a large company.”

Accurate Claims Service

Contact Person	Judy Wohler
Address	<p>California: 4220 Plemine Court Salida, CA 95368</p> <p>Arizona: 6209 E. McKellips Rd., Lot 34 Mesa, AZ 85215</p>
Phone	844-301-6200
E-Mail	billing@accurateclaims.net
Website	http://www.accurateclaims.net
Services Provided	<ul style="list-style-type: none"> • Submit claims electronically • Call plans to check benefits • Provide benefit information to clients • Obtain initial authorization for services • Bill clients as needed and track balances • Mail claims if plans do not have electronic billing • Do Medicare / Medi-Cal billing • Follow up on denied / unpaid claims • Provide regular reports to provider of billed claims • Send accounts to collections • Assists with provider applications and credentialing • Respond to client's account inquiries • Track authorizations, expirations • Send appeals on denials
Fee Structure	"We charge \$4.50 a claim, consists of 6 dates of service, as long as they are in the same month."
The Owner Speaks: "Why Therapists Should Choose Us"	"I have a broad background in the insurance field as a former claims processor. Mental Health is my specialty; I work with mental health providers all over. No office is too big or too small." Location isn't a problem. Personalized service for all your billing needs!"
Billing Software Utilized/Familiar With	"Medisoft and others to help the provider out."
Reviews From Therapists who Have Used This Service	"Judy was recommended by a colleague. She is extremely reliable, quick to bill insurance and will follow up with insurance companies if I am not paid. She will appeal claims that are denied. She is terrific! I have no complaints! I would absolutely and with no reservation recommend Accurate Claims Services. Judy is a joy to work with." -- <i>Josiane Lismay, Ph.D. (11/12/14)</i>
Therapists Willing to Be Contacted About Their Experience With this Service	Josiane Lismay Ph.D. Berkeley, CA jvlismay@gmail.com 415-409-1055
Last Updated	Owner update: 8/29/18

Advanced Billing Services, LLC

Contact Person	April Schmitt or Brooke Schmitt
Address	4031 Connar Drive Bismark, ND 58503
Phone	877-685-9810; 877-685-9812 (Fax)
E-Mail	april@advancedbillingserv.com or brooke@advancedbillingserv.com
Website	www.advancedbillingserv.com
Services Provided	<ul style="list-style-type: none"> Submit claims electronically Call plans to check benefits Provide benefit information to clients Obtain initial authorization for services Bill clients as needed and track balances Mail claims if plans do not have electronic billing Do Medicare / Medi-Cal billing and all private pay insurance carriers Follow up on denied / unpaid claims with EOB denial Provide regular reports to provider of billed claims at their request Send accounts to collections Assists with provider applications and credentialing Respond to client's account inquiries Complete follow up done every 30-45 days and tracking any unpaid dates, etc. Always complete any appeals that are necessary and tracking of those Handle payments from the insurance plan (per therapist review)
Fee Structure	<p>Owner Says: "Fee is based on percentage of the amount paid to the provider, or if it's out of network then the amount applied to the deductible or allowed amount. Please contact me to discuss exact fee information. My fee is the lowest in the area."</p> <p>Reviewer Says: "Billed at a percentage of the amount of the 'insurance allowed amount' per claim. The same percentage applies to outstanding co-pays where billing co-pay is requested."</p> <p>Second Reviewer Says: "8% of monthly receivables."</p>
The Owner Speaks: "Why Therapists Should Choose Us"	"I offer great rates, great turnaround times. There are NO start-up costs or contracts. I also have a couple of clients in the California area that I have been servicing for over 8 years with just strictly billing services. If you would like their information I would be glad to provide it. I have been in the billing and insurance industry for over 20 years. No account is too big or too small. Most of my clients are California Mental Health Providers but I do have providers in ND, SD, MN, MT, NM, NY, NJ, DC, FL, CO, TX, AZ, AK"
Billing Software Utilized/Familiar With	Office Ally, BestNotes, Therapy Notes
Reviews From Therapists who Have Used This Service	<p>Review #1: "April Schmitt herself is awesome and offers excellent service. If I need her she is accessible and has been able to assist me in recovering benefits I was not able to recover myself. She is a consummate professional. My experience with her is 100% positive. I would highly recommend this billing service. I would never want to use anyone else." -- <i>Lori Bergstrom (12/29/16)</i></p> <p>Review #2: "This billing service was referred to me by a close colleague. What I like the most is April's quick response and the fact that she not only does the billing, but also checks eligibility and does follow up on unpaid claims. One thing I have noticed over time is that April has not routinely been following up with me or insurance companies regarding unpaid claims like she did in the beginning. However, I would still recommend this billing service to other mental health providers. April does business with a lot of mental health providers and knows the ins and outs of billing for them. She is very responsive and helps with a lot of the tedious tasks that I don't have time for, such as eligibility checks and following up with insurance companies." -- <i>Christina Barber-Addis (12/7/16)</i></p>
Therapists Willing to Be Contacted About Their Experience With this Service	Christina Barber-Addis Encino, CA drcbarber@gmail.com 626-274-5055
Last Updated	Owner update: 8/18/18

@ Your Service

Contact Person	Carlene Bailey	
Address	3037 Paseo Granada Pleasanton, CA 94556	
Phone	Prefers email communication	
E-Mail	baileyfamily5@comcast.net	
Website	No website	
Services Provided	<p>From Owner:</p> <ul style="list-style-type: none"> • File claims • Check coverage • Follow up on unpaid claims • Handle payments from the insurance plan • Send invoices/ superbills to clients directly, when appropriate • Help with health plan applications / recertification <p>From Review:</p> <ul style="list-style-type: none"> • Get initial authorizations/certification • Routinely send the provider a list of unpaid client balances and dates bills were submitted • Track number of referrals from various insurance carriers 	
Fee Structure	\$36 per hour for new clients.	
The Owner Speaks: “Why Therapists Should Choose Us”	“My goal is to take away the burden of billing so a therapist can focus on their talents. I have streamlined my process so it takes me a lot less time than it takes a therapist who needs to shift gears from counseling to administrative duties.”	
Billing Software Utilized/Work With	Uses OfficeAlly, Availity, mdOn-Line, and individual insurance websites for electronic billing	
Reviews From Therapists who Have Used This Service	<p>Review #1: “I chose Carlene because she was listed on the East Bay California Association of Marriage and Family Therapists (EB-CAMFT) group listserv and people were recommending her services. I have no complaints -- She is very efficient. I would recommend her because she is expedient, professional and charges a reasonable rate for her services. “ -- <i>Beth Christensen (9/14/14)</i></p> <p>Review # 2: “I chose Carlene because: 1) she was local, 2) she was recommended by another therapist, 3) she persisted in getting answers from insurance company, 4) her fee, and 5) she was prompt. I had no complaints. I would absolutely recommend her. “ -- <i>Joy Johnson (8/27/14)</i></p> <p>Review #3: “Carlene is efficient, timely and friendly. I especially like that I’m working with a person who takes pride in her services and is personally accessible, unlike some larger billing companies. I have NO dislikes. She’s fantastic and I regularly refer colleagues to her! Billing is often the weakness for many therapists and teaming with someone for whom it’s a strength makes therapy practice more enjoyable and more lucrative.” -- <i>Dr. John Nickens (10/4/16)</i></p>	
Therapists Willing to Be Contacted About Their Experience With this Service	<p>Beth Christensen, Danville, CA beth.christensen@gmail.com 925-699-3476</p> <p>Dr. John Nickens, Oakland, CA jtnphd@earthlink.net 510-287-9456</p>	<p>Joy L. Johnson Oakland, CA joyljohnson@prodigy.net</p>
Last Updated	Owner update: 8/13/18	

Better, Inc.

Contact Person	Rachael Norman
Address	San Francisco, CA 94104
Phone	415-295-6564
E-Mail / website	support@getbetter.co (yes, it is getbetter.co, not getbetter.com)
Website	www.getbetter.co (yes, it is getbetter.co, not getbetter.com)
Services Provided	<ul style="list-style-type: none"> Submit claims electronically Call plans to check benefits Provide benefit information to clients Obtain initial authorization for services Mail claims if plans do not have electronic billing Do Medicare/Medi-Cal billing Follow up on denied/unpaid claims Provide regular reports to provider of billed claims Respond to client's account inquiries <p>Note from Owner/website: "Better is a technology company that processes superbills and gets back the money your out-of-network clients are owed. Patients use the app to submit a photo or email of their bill. It's as simple as taking a photo. Patients get paid back. This makes it financially easier for them to begin or continue therapy. Better also works as a patient advocate, can negotiate with providers and insurance companies to deal with claims, helping clients to understand their benefits and coverage. This relieves issues at client intake because Better can handle and explain billing/reimbursement questions for the provider. Better is safe, secure and HIPAA compliant."</p>
Fee Structure	<p>Owner Says: "Better is free for providers to use. We charge patients 10% of the money they receive from their insurance claim. If the claim is applied to their deductible or not reimbursable our service is completely free."</p> <p>Reviewers Say: "No fee right now, although I understand eventually they will charge 10% of what is reimbursed."</p>
The Owner Speaks: "Why Therapists Should Choose Us"	<p>"We deal with both medical and mental health providers in California and other states. We can file any health claims but work mostly with mental health providers (60 - 79% of our clients are mental health providers). We are a local San Francisco business; 51 - 75% of our clients are California mental health care providers. Better works for providers by getting back the money their patients are owed. Providers don't want to lose out-of-network patients who can't afford to start or continue therapy. Better makes access to mental health care more affordable. New clients begin care. Existing clients stay. Better is also a patient and provider advocate. It deals with insurance denials, rejections, coding and other problems so providers can concentrate on treatment and care. Better works with small solo practices and we are currently accepting new clients. Hundreds of providers are already using Better, and the service is growing fast through word of mouth. Better works with a significant number of mental health professionals, either individual providers or group practices. To speed the process for their patients, many choose to put a link to Better on their billing page."</p>
Billing Software Familiar/Work With	<i>No response received from biller.</i>
Reviews From Therapists who Have Used This Service	<p>Review #1: "They contacted me. I met for lunch with the founder, Rachael Norman, and was impressed by the vision for her company and her professionalism. The best part about working with Better is not having to deal with insurance companies and follow up calls when payments aren't made! I don't use Better as a billing service. I just refer them to clients in order to facilitate the reimbursement process with their insurance. It saves a lot of hassle and headache for my clients. I would absolutely recommend Better. They are efficient and professional and right now absolutely free! If you don't like dealing with insurance or having to call them, use Better-for headache free reimbursement!" -- <i>Ondina Nandine Hatvany, LMFT (12/7/16)</i></p> <p>Review #2: "Better was recommended by a colleague. They are real people, professional, warm, kind, efficient, conscientious, professional and effective. I feel like I'm dealing with people who care about me! I have offered this company to my psychotherapy clients for help <i>(continued)</i></p>

	<p>(continued from last page) filing claims and follow up if there is difficulty with reimbursement. I would absolutely recommend Better!" -- <i>Anonymous (12/6/16)</i></p> <p>Review #3: "Better offers an innovative service that I had never seen before or even thought to look for. I was very impressed by the personal touch and availability of the company's owner and founder. The clients whom I have referred to Better have been satisfied with the attention their claims received. I would absolutely recommend Better. There is a critical need for a friendly liaison between clients and their health insurance." – <i>Natalie Friedman (3/13/17)</i></p> <p>Review #4: "Filing and following up on insurance claims is a lot of work and can be confusing for patients. This service takes care of all the communication between the patient and the insurance company, facility reimbursement of claims. Most patients don't even try to submit claims because they know how much effort it takes. With Better, the patient gets the reimbursement they deserve. Better is very responsive when problems come up. I would absolutely recommend Better! Our patients need support getting reimbursement for their claims and Better does a great job at it." – <i>Jennifer Fernandez (12/6/16)</i></p>				
<p>Therapists Willing to Be Contacted</p>	<table border="0"> <tr> <td data-bbox="370 541 941 693"> <p>Ondina Nandine Hatvany, LMFT Sonoma, CA ondinah@gmail.com 415-381-1065</p> </td> <td data-bbox="941 541 1531 693"> <p>Natalie Friedman Los Angeles, CA natalie@nataliefriedmantherapy.com 310-500-9111</p> </td> </tr> <tr> <td data-bbox="370 693 941 835"> <p>Jennifer Hernandez San Francisco, CA drienniferfernandez@gmail.com 415-504-2393</p> </td> <td data-bbox="941 693 1531 835"></td> </tr> </table>	<p>Ondina Nandine Hatvany, LMFT Sonoma, CA ondinah@gmail.com 415-381-1065</p>	<p>Natalie Friedman Los Angeles, CA natalie@nataliefriedmantherapy.com 310-500-9111</p>	<p>Jennifer Hernandez San Francisco, CA drienniferfernandez@gmail.com 415-504-2393</p>	
<p>Ondina Nandine Hatvany, LMFT Sonoma, CA ondinah@gmail.com 415-381-1065</p>	<p>Natalie Friedman Los Angeles, CA natalie@nataliefriedmantherapy.com 310-500-9111</p>				
<p>Jennifer Hernandez San Francisco, CA drienniferfernandez@gmail.com 415-504-2393</p>					
<p>Last Updated</p>	<p>Owner update: 3/13/17</p>				

BillCare

Contact Person	Adam Bates
Address	2321 Jack Breault Drive Hudson, WI 54016
Phone	715-808-8820
E-Mail / website	adam.bates@procentive.com
Website	www.billcare.com
Services Provided	<ul style="list-style-type: none"> Submit claims electronically Bill clients as needed and track balances Mail claims if plans do not have electronic billing Do Medicare/Medi-Cal billing Follow up on denied/unpaid claims Provide regular reports to provider of billed claims Track authorizations, expirations
Fee Structure	"We charge 6% of collected revenue only. If we collect \$5,000 for you, we will charge \$300. We do not charge per claim or per hour."
The Owner Speaks: "Why Therapists Should Choose Us"	"BillCare is perfect for solo and small practices. We work exclusively with mental, behavioral and chemical health providers both in California and other states. We feature a fully integrated EHR [Electronic health Records] www.procentive.com with our billing service, giving small practice owners all of the benefits of having a full practice management solution without the headaches of managing billing themselves. We are large enough to handle hundreds of new providers but small enough to assign a dedicated representative to your account, ensuring that you receive professional and personal attention."
Billing Software Familiar/Work With	<i>No response received from biller.</i>
Reviews From Therapists who Have Used This Service	<i>No therapist reviews received.</i>
Therapists Willing to Be Contacted About Their Experience With this Service	<i>None at this time.</i>
Last Updated	Owner update: 8/25/16 – NOTE: No response was received from biller when requested updates in 2017 and 2018

CMS, Inc.

Contact Person	Brian Clarey
Address	P.O. Box 1114 Lakeville, MA 02347-1114
Phone	508-763-9299 ext 200
E-Mail	Brian@cms-billing.com
Website	http://www.cms-billing.com
Services Provided	<ul style="list-style-type: none"> Submit claims electronically Call plans to check benefits Provide benefit information to clients Obtain initial authorization for services Bill clients as needed and track balances Mail claims if plans do not have electronic billing Does Medicare billing and secondary plan billing Follow up on denied / unpaid claims Provide regular reports to provider of billed claims Send accounts to collections Assists with provider applications and credentialing Respond to client's account inquiries Track authorizations, expirations
Fee Structure	<p>"We require an initial fee due with the signed contract. We use these funds to cover the costs to setup the practice, plus a credit of the same amount is applied to the first month's invoice for services. In most cases this will cover all costs of the first month. The second month typically is the first payable month of service. We charge a percentage fee based on collected funds. These can be discussed in detail when we speak with the potential client."</p>
The Owner Speaks: "Why Therapists Should Choose Us"	<p>"Our service is focused on the specific needs of each client. Additionally, we understand the need of your patients to understand the complexities of their insurance coverage and we do our best to assist with that process. Our billing service was built around the needs of individual practitioners needing full support. We've been in business serving behavioral health providers for over 20 years. The service has been tailored to fit small practitioner's office needs. <u>We only work in the New England states.</u> We tend to work with small clients and not large clinics. Please visit our website at http://www.cms-billing.com."</p>
Billing Software Work/Familiar With	Change Healthcare (formerly Emdeon), familiar with Lytec.
Reviews From Therapists who Have Used This Service	<p>"I am retired from clinical practice, but I want to recommend CMS, Inc. (Contemporary Management Services). I had used several billing services before being referred to CMS, and I stayed with them (and they with me) until the end of my working days....With CMS, I didn't need a secretary or any other office staff. They secured the authorizations and maintained all the payment information on my clients, so that I was able to be a full-time clinician. They reminded me of all credentialing updates and pre-populated the non-clinical questions on every form, again leaving me with the role of clinician, and that's all. They sent copies to me of all the EOBs along with the checks that came each week from the insurance companies or private-pay clients, and provided me with monthly end-of-year financial figures for tax reporting. I cannot recommend them highly enough!" -- <i>Samantha M. White (10/15/14)</i></p>
Therapists Willing to Be Contacted About Their Experience With this Service	<p>Samantha M. White; MSW, LICSW 4540 Bee Ridge Rd. Sarasota, FL 34233 phone (508) 207-7149 SamanthaMWhite@alum.bu.edu</p>
Last Updated	Owner update: 9/07/18

Colorado AR

Contact Person	Flo Murray
Address	6155 S. Ammons Way, Unit 102 Littleton, CO 80123
Phone	720-635-2444
E-Mail	FloColoradoAR@gmail.com
Website	No website
Services Provided	<p><u>From Owner:</u></p> <ul style="list-style-type: none"> • Submit claims electronically • Call plans to check benefits • Provide benefit information to clients • Obtain initial authorization for services • Bill clients as needed and track balances • Mail claims if plans do not have electronic billing • Do Medicare / Medi-Cal billing • Follow up on denied / unpaid claims • Provide regular reports to provider of billed claims • Assists with provider applications and credentialing • Respond to client's account inquiries • Track authorizations, expirations • Customized reports per provider request are provided <p><u>From Review:</u></p> <ul style="list-style-type: none"> • Handle payments from the insurance plan • Bank deposits • CAHQ routine updates
Fee Structure	<p><u>Owner Says:</u></p> <ul style="list-style-type: none"> • “Full Service: includes billing clients as needed: 7% of payments from insurance and clients. \$5 per online verification of benefits or \$10 for verbal verification of benefits if online is not available or believed to be accurate. • Partial Service: Provider tracks the portions that patients pay and owe: 8.5% of insurance payments plus 8.5% of claims accurately processed to deductibles. No percentage of patient payments. \$5 per online verification of benefits or \$10 for verbal verification of benefits if online is not available or believed to be accurate.” <p><u>Reviewer Says:</u></p> <ul style="list-style-type: none"> • “7 – 8 % for claims paid • \$5 - \$10 to check benefits • \$35 per hour for additional services”
The Owner Speaks: “Why Therapists Should Choose Us”	<p>“I do all the work myself. Every session is paid by insurance and/or client or the provider is told why it is not possible to get it paid. I have 25 years of experience in billing. I have been working for mental health providers exclusively since 2011. I keep track of all fee schedules for in-network providers and tell them exactly what amounts to collect from clients at time of service. I help them with out-of-network claims to make sure they are paid. I take and return phone calls promptly from providers and clients. Their concerns are my concerns and each is handled promptly. If I don't know the answer to something, I will find it out. Honesty is the core of my business. My providers trust me and are not required to sign a contract for my services. I am very diligent to make sure that the providers I work for are a good match for my services, and they promise to provide accurate and timely information to me for billing and payments received. I deal only with mental health providers in Colorado. I do work with small solo practices.”</p>
Billing Software Work/Familiar With	<i>No response from biller. (continued)</i>

<p>Reviews From Therapists who Have Used This Service</p>	<p><i>(listing continued from last page)</i> “She slipped a business card under my door and I happened to be trying unsuccessfully to do my own billing as a new private practice therapist. She is worth every penny! She is so fabulous, always immediately responsive and keeps me organized and on track. I couldn’t do what I do without her. I get to see clients and do therapy with them – and handles all the stuff that I don’t want to! She is a GEM! There is nothing I do not like about her. I just wish I had found her sooner. And I don’t want her to retire, as I don’t know what I’d do without her. I asked for her references and called all three – all of whom raved about her. I tried her out – and now its three years later and she is an indispensable part of my business. She has a great sense of humor to and we have a great working relationship! She is so prompt too. Sometimes I email her while I am meeting with a client if we have a question – and often she will reply back within that session with an answer! My clients all rave about her too whenever they need her help with anything – which makes me feel great too! I would absolutely recommend her!” -- <i>Elena Davis, LCSW (12/30/16)</i></p>
<p>Therapists Willing to Be Contacted About Their Experience With this Service</p>	<p>Elena Davis, LCSW Littleton, CO elenadavislcsw@gmail.com 720-988-5620</p>
<p>Last Updated</p>	<p>Owner update: 12/29/16</p>

Cook Medical Billing

Contact Person	Catherine Cook		
Address	2855 Kings River Lane, Ontario, CA 91761		
Phone	909-996-7892		
E-Mail	cookmedbill@verizon.net		
Website	No website		
Services Provided	<ul style="list-style-type: none"> Submit claims electronically; Mail claims if plans do not have electronic billing Call plans to check benefits/Provide benefit information to clients Obtain initial authorization for services Bill clients as needed and track balances Do Medicare / Medi-Cal billing Follow up on denied / unpaid claims Provide regular reports to provider of billed claims Assists with provider applications and credentialing Respond to client's account inquiries Track authorizations, expirations Say owner: "Full service medical billing - includes collections –Cook Medical Billing will do their best to meet all your full-service billing needs." 		
Fee Structure	<p>"Fee structure is based on service provided:</p> <ul style="list-style-type: none"> Option 1, Full Service: Start-up Fee for 100 patients or less is \$350.00. This is to place patients in database and set up file base -- this is a one-time-only fee. If the patient base is larger we will discuss the fee at the time of contract signing. Full Service also includes 15% of all income each month from insurance payments, copayments, and any cash paying customers, as I will be keeping track of their accounts in full respect. Option 2, Flat Fee Full Service: This service is based on a flat fee of \$800.00 paid on the 1st and the 15th of each month. Set-up fee still is implemented; however no percentage from income is taken. <p>A yearly contract is implemented and signed by both parties; you will receive a dedication letter from me, as well as more information about your great experience and financial gain as you embark on this great venture with Cook Medical Billing."</p>		
The Owner Speaks: "Why Therapists Should Choose Us"	<p>"You should choose my service because I am the BEST at what I do. And I have the references the prove it. I only deal with California medical providers and mental health providers. No practice is too small or too big. I have been doing mental health billing and a few chiropractic and acupuncture billing for over 10 years. I love the experience and challenge it can bring, I also love the knowledge it brings. Please let me help you focus on what you do best and enjoy by doing what I do best and enjoy. Mental health billing can also be detective work, and as I always love a good mystery this is the best place for me to be. Please let me help you. Let me take the paperwork out of your hands so you can enjoy what you do, and make it a great venture for both of us! Let's do this!!! GOD BLESS!!"</p>		
Billing Software Familiar/Work With	<i>No response received from biller.</i>		
Reviews From Therapists who Have Used This Service	<p>Review #1: "I would absolutely recommend this billing service, without reservation. I knew Cathy LONG before I asked her to come to work for me as a biller Cathy was doing Accounts Receivables for a company I was familiar with in the community I lived in at the time. What impressed me about her was her ability to collect on old and large receivables, even really old receivables. However, more impressive was her ability to deal effectively with customers that owed money in a way that was equitable to the customer and her employer. It was for these interpersonal skills that I recruited her to come and do medical billing for me. She has proven this skill time and time again in the 7 years that she has done my billing. We both have demanding schedules and sometimes it is difficult to find a meeting time when we are both in town. Other than that, she has been absolutely terrific!" -- <i>Angela Deulen (11/24/14)</i></p> <p>Review #2: "She has been an awesome biller over the years and can be a real pit bull when dealing with insurance companies." -- <i>Christopher Deulen (11/22/14)</i></p>		
Therapists Willing to Be Contacted About Their Experience With this Service	<table style="width: 100%; border: none;"> <tr> <td style="width: 50%; border: none;"> Angela Deulen (Anza, CA) adeulen@douloscommunityservice.com </td> <td style="width: 50%; border: none;"> Christopher Deulen cdeulen@douloscommunityservice.com 951-545-7833 </td> </tr> </table>	Angela Deulen (Anza, CA) adeulen@douloscommunityservice.com	Christopher Deulen cdeulen@douloscommunityservice.com 951-545-7833
Angela Deulen (Anza, CA) adeulen@douloscommunityservice.com	Christopher Deulen cdeulen@douloscommunityservice.com 951-545-7833		
Last Updated	Owner update: 1/18/17		

Creative One Billing Solution, Inc.

Contact Person	Linda Lanns
Address	4607 Lakeview Canyon Road, #483 Westlake Village, CA 91361
Phone	800-796-3510 x101; 805-794-7046
E-Mail / website	Linda@creativeonebilling.com
Website	www.creativeonebilling.com
Services Provided	<ul style="list-style-type: none"> Submit claims electronically Call plans to check benefits Obtain initial authorization for services Bill clients as needed and track balances Mail claims if plans do not have electronic billing Does Commercial (PPO and HMO) and Medicare / Medi-Cal billing Follow up on denied / unpaid claims Provide regular reports to provider of billed claims Send accounts to collections Assists with provider applications and credentialing Respond to client's account inquiries Track authorizations, expirations <p>From owner: "Customized billing services. Free trainings and consultations. EHR options. Full Practice Management software. Bill EAPs as needed. Appeals. Provide benefit information to provider or office staff."</p>
Fee Structure	"Our fee schedules are customizable and negotiable depending on provider needs. Overall our fee structure is on percentage basis, which is 8% of all current collections within 90 days of date of service. This includes up to 20 patient statements per month. A monthly minimum fee is assessed. Aged claims greater than 90 days from date of service are 14% of collections. A monthly minimum of \$500.00. Contracts are a minimum of 1 year."
The Owner Speaks: "Why Therapists Should Choose Us"	"Why should you choose us? Efficiency! To increase cash flow by getting claims paid faster and quicker the FIRST time. A team of experts with over 40 years' healthcare and billing experience. Our commitment to helping your office optimize your day-to-day operational results. You can TRUST our team to save your practice time and money! We offer quality certified professional billing and coding experts. Frequent communications with provider to foster an efficient partnership. I deal with both medical and mental health providers in California and other states. More than 60 - 80% of providers are mental health providers. All my current clients are in California except one psychiatrist. I do work with small solo practices."
Billing Software Familiar/Work With	Office Ally, Therapy Notes, Compulink Psych Advantage, Kareo, MediSoft, Practice Fusion
Reviews From Therapists who Have Used This Service	"I have used Linda Lanns at Creative Billing for over 3 years. She is my third billing service and what a difference she makes. Not only does she accurately and daily submit my billing and check eligibility and benefits, but she also sends me notices when I need to request additional visits. She was able to recover all the "difficult" claims that my previous billing service did not follow up on. She uses the same software I use to bill and is able to log into my computer. I recommend her highly."-- <i>Al Potash, LMFT (10/8/14)</i>
Therapists Willing to Be Contacted About Their Experience With this Service	Al Potash Torrance, CA albertpotash@yahoo.com 310-463-6638
Last Updated	Owner update: 1/18/17

CWB Services / Carol Wilson Baker

Contact Person	Carole Wilson Baker
Address	11811 Wildcat Canyon Road Lakeside, CA 92040-1524
Phone	619-561-5327
E-Mail	carolewilson@wildblue.net
Website	No website
Services Provided	<ul style="list-style-type: none"> Submit claims electronically Call plans to check benefits Provide benefit information to clients Bill clients as needed and track balances Mail claims if plans do not have electronic billing Do Medicare / Medi-Cal billing Follow up on denied / unpaid claims Provide regular reports to provider of billed claims Send accounts to collections Assists with provider applications and credentialing Respond to client's account inquiries Track authorizations, expirations <p>From owner: "Provide administrative support when requested i.e.: forms, office organization, special reports and communications. Have contacted carriers for corrections or extensions of authorizations when needed."</p>
Fee Structure	<ul style="list-style-type: none"> "Initial provider setup: \$150.00. Setup of new account per patient: \$5.00. This includes verifying insurance/feedback to provider/ time to create billing files, paper & electronic. I charge 8.5% of all payments, insurance or client's. I charge \$30 per hour for administrative support such as office organization, special projects and the like. Some providers have me complete service billing, send statements to clients and claims to insurance carriers. Some providers have me do only insurance billing. Providers fax or e-mail Explanation of Benefits (EOBs) as they come in. Monthly billing to providers is based on the total amount of receipts posted in the billing software."
The Owner Speaks: "Why Therapists Should Choose Us"	<p>"Located in San Diego County, CA, the bulk of my clients are local. I have worked with providers in other Southern CA areas, but not currently. I only deal with California medical and mental health providers. I attend several seminars/workshops annually to keep current with billing information and procedures. My providers love working with me because I am responsive to their needs and am readily available to help when asked. When contacting insurance carriers and/or a provider's patients/clients I represent my clients in a professional and friendly manner. One client refers to me as her 'Phantom Office Manager.' Billing to carriers goes out weekly, or more often for providers with high volume. Statements are sent regularly and calls about account problems are handled immediately. Many of my clients have been with me for over 20 years. I'm dedicated to my clients and love my work. I do work with small solo practices. I am always willing to discuss the opportunity to work with new therapists. Also, I have assisted NEW therapists in setting up their office policies and procedures, creating forms, organizing files, and those 'little things' that make an office run smoothly. I have a background in vocational training for the medical fields. I was an instructor, then faculty supervisor, for a medical career college."</p>
Billing Software Familiar/Work With	Medisoft, registered with Office Ally & Availity
Reviews From Therapists who Have Used This Service	<i>No therapist reviews received.</i>
Therapists Willing to Be Contacted About this Service	<i>None at this time.</i>
Last Updated	Owner update: 12/1/16

D & T Billing

Contact Person	Trina Weatherford
Address	6551 Burgundy Street San Diego, CA 92120
Phone	619-383-6700
E-Mail	Twford2@cox.net
Website	No website
Services Provided	<ul style="list-style-type: none"> • File claims • Check coverage • Follow up on unpaid claims • Send invoices / superbills to clients directly, when appropriate <p>From Reviewer: "The billing service would do more, if I had allowed them. They mainly file claims on managed care plans and follow up. They would do EAP claims, but I chose to do that. I also check coverage as I usually have other questions."</p>
Fee Structure	"Fee was 6.5% of all monies collected or posted."
The Owner Speaks: "Why Therapists Should Choose Us"	<i>No owner comments received.</i>
Billing Software Familiar/Work With	<i>No response received from biller.</i>
Reviews From Therapists who Have Used This Service	"I would absolutely recommend this service. When I first called Trina, she was very understanding of my stress; she was professional. She was helpful and gave me good advice. The staff will speak with your new client to get the information they need to pursue claims. They will also follow-up on unpaid claims. The staff is always friendly and helpful. The thing I liked least was that they did not ask the questions that I wanted when confirming coverage, so I ended up doing it myself." -- <i>Dr. Jeri Ann Karlsberg (12/21/16)</i>
Therapists Willing to Be Contacted About Their Experience With this Service	Dr. Jeri Ann Karlsberg San Diego, CA doctorjeriann@hotmail.com (858) 357-6464
Last Updated	Owner update: 10/25/16

D.A.S. Billing Solutions, Inc.

Contact Person	Shannon Weber
Address	P.O. Box 85 Sugar Grove, IL 60554
Phone	630-862-4502
E-Mail / website	shannon@dasbillingsolutions.com
Website	www.dasbillingsolutions.com
Services Provided	<ul style="list-style-type: none"> Submit claims electronically Call plans to check benefits Provide benefit information to clients Bill clients as needed and track balances Mail claims if plans do not have electronic billing Do Medicare/Medicaid billing Follow up on denied/unpaid claims Provide regular reports to provider of billed claims Send accounts to collections Assist with provider applications and credentialing Respond to client's account inquiries
Fee Structure	"We get paid 5% of whatever we help get the provider paid on. This means that we get paid 5% on insurance payments. This also means if we send out statements and the patient pays, we get 5% of this since we assisted in getting the provider paid."
The Owner Speaks: "Why Therapists Should Choose Us"	"I work specifically with mental health providers. <u>I will only work with clients in the Chicagoland/Illinois area.</u> I have worked with out-of-state providers in the past, but found that due to laws and the distance, I am unable to provide the quality of service that these providers need. D.A.S Billing Solutions is committed to providing clinicians with a quality of life so they can focus on the things that are really important like finding balance between taking care of their clients and their own personal self-care. Peace of mind guaranteed knowing that the payments will be received in a consistent, timely fashion! I work with all practice sizes; no account is too large or too small!"
Billing Software Familiar/Work With	<i>No response received from owner.</i>
Last Updated	Owner 7/06/2017

DL Health Claim Solutions

Contact Person	Denise Sikora
Address	1212 Zapata Place, Lady Lake, FL
Phone	732-640-1006
E-Mail / website	dsikora@dlhealthclaim.com
Website	www.dlhealthclaim.com
Services Provided	<ul style="list-style-type: none"> Submit claims electronically Call plans to check benefits Provide benefit information to clients Obtain initial authorization for services Bill clients as needed and track balances Mail claims if plans do not have electronic billing Do Medicare/Medicaid billing Track authorizations, expirations Respond to client's account inquiries Assist with provider applications and credentialing Send accounts to collections Provide regular reports to provider of billed claims Follow up on denied/unpaid claims <p>Note from Owner/website: "We also offer remote office management to include answering phones, scheduling appointments, emailing new patient paperwork to clients before their initial appointment, confirming appointments, creating forms for the office, typing letters and other general administrative tasks as requested."</p>
Fee Structure	"For just billing services only, we charge 8.5% of the amount collected for the month. For remote office management services, we charge a flat rate that would depend on what was requested. For example, I currently manage a single practitioner Psychiatry office where the doctor has office hours 2 days per week and I charge her \$600 per month for everything, including billing services.
The Owner Speaks: "Why Therapists Should Choose Us"	"I deal with both medical and mental health providers in California and other states. I currently have 3 registered dieticians and a Psychiatrist that I have been working with for 7 years. I currently have New Jersey, Florida and Connecticut providers, all solo practices. I have been in the medical billing field for 17 years. I am a master at getting denied claims paid, even claims that are several years old and have been denied for all sorts of reasons. In addition, I have a wealth of experience in managing medical offices, having been billing supervisor for a 3-surgeon orthopedic office for 10 years, office manager for a pain management practice and remote office manager for a psychiatry office for the past 3 years. In fact, the psychiatry office was a startup and I helped the doctor get her practice off the ground and successful in only a few short months. I am currently accepting new therapists, I love to work with small practices to help the medical providers streamline their practice and take the burden of dealing with the crazy insurance companies, off their shoulders.
Billing Software Familiar/ Work With	<i>No response received from owner.</i>
Last Updated	Owner provided 4/6/2017.

Karen Earley

Contact Person	Karen Earley	
Address	300 W. Clarendon Avenue, Suite 140 Phoenix, AZ 85013	
Phone	602-505-8496	
E-Mail	kearley8102@yahoo.com	
Website	No website	
Services Provided	<ul style="list-style-type: none"> Submit claims electronically Call plans to check benefits Provide benefit information to clients Obtain initial authorization for services Bill clients as needed and track balances Mail claims if plans do not have electronic billing Do Medicare / Medi-Cal billing Follow up on denied / unpaid claims Provide regular reports to provider of billed claims Send accounts to collections Assists with provider applications and credentialing Respond to client's account inquiries Track authorizations, expirations Handle payments from the insurance plan 	
Fee Structure	"My charge is \$25.00 per hour for services, whether it's obtaining benefits, authorizations or filing claims, or doing follow-up, since I have found that I am usually doing a combination of all of these."	
The Owner Speaks: "Why Therapists Should Choose Us"	"I have been in the business for 30 years and have experience as a secretary, an office manager, and a claims representative in both the medical and mental health fields. I currently bill for several social workers and psychologists. I deal only with mental health providers, both in California and other states. I will be happy to discuss services if someone wants to give me a call. I use the 'Therapist Helper' billing program. I keep up with the latest changes in insurance and Medicare in order to bill correctly for services. My billing skills are excellent and therapists for whom I bill are happy with my services. Any one of them will be glad to speak with a new therapist regarding my services. All of my therapists have their own practices, some small and some larger."	
Billing Software Work/Familiar With	<i>No response received from owner.</i>	
Reviews From Therapists who Have Used This Service	<p>Review #1: "Karen has always been professional, trustworthy, and timely. She always follows through with her promises, agreements and her work. I have worked with her in several situations over the past 20 years and don't hesitate at all recommending her. I feel totally safe and comfortable working with her." – Donna (11/30/16)</p> <p>Review #2: "Karen has amazing expertise in navigating the insurance company red tape. She is able to keep up with changes that are constant. She has been housed in my suite for three separate moves and has been able to stay on top of my billing and collections flawlessly for 10 years. She has adapted to my practice at every turn." -- Annette (11/30/16)</p>	
Therapists Willing to Be Contacted About Their Experience With this Service	Donna Hodax Scottsdale, AZ dahodax@gmail.com 602-448-8832	Annette H. Ruskin Phoenix, AZ annieheyus@annheyus.com
Last Updated	Owner update: 1/18/17	

EF Billing Services

Contact Person	Edward French
Address	868 Tureaud Lane, Clovis, CA 93619
Phone	559-765-7988
E-Mail	edfrench@bellsouth.net
Website	http://www.psychbilling.net
Services Provided	<ul style="list-style-type: none"> Submit claims electronically Call plans to check benefits Provide benefit information to clients Obtain initial authorization for services Bill clients as needed and track balances Mail claims if plans do not have electronic billing Do Medicare / Medicaid/ Medi-Cal billing Follow up on denied / unpaid claims Provide regular reports to provider of billed claims Send accounts to collections Assists with provider applications and credentialing Respond to client's account inquiries Track authorizations, expirations <p>Owner says: "We will work with our clients via fax, telephone, text, and in person. Stats available upon request."</p>
Fee Structure	"Fee structure is 7% of all monies collected including patient pays. Should non-billing work be requested our fee is \$40.00 per hour."
The Owner Speaks: "Why Therapists Should Choose Us"	"We are a full-service billing company, allowing our clients to do what they do best. Benefits and pre-authorizations have a 48-hour TAT, stats available upon request. We don't get paid unless you get paid. By checking benefits and obtaining pre-auths, we free your time to do what you do best, which saves your time chasing rejected claims, increasing the odds of both of us getting paid. We work with your clients via fax, telephone, text, and in person. We have been working with mental health providers since 2008, and most of our clients are solo practices. We specialize in California mental health providers, but I in the past I have worked with a provider in Ohio. Please call me to see if we are a good fit."
Billing Software Familiar/Work With	<i>No response received from owner.</i>
Reviews From Therapists who Have Used This Service	<i>No therapist reviews received.</i>
Therapists Willing to Be Contacted About Their Experience With this Service	<i>None at this time.</i>
Last Updated	Owner update: 8/28/17

Express Billing Services

Contact Person	Antoinette Berman or Michelle Burdan
Address	7740 Watt Ave. #269 Antelope, CA 95843
Phone	Antoinette: 916-333-4538 Michelle: 916-692-5843
E-Mail	info.myeps@gmail.com
Website	No website
Services Provided	<ul style="list-style-type: none"> Submit claims electronically Call plans to check benefits Provide benefit information to clients Obtain initial authorization for services Bill clients as needed and track balances Mail claims if plans do not have electronic billing Do Medicare / Medi-Cal billing Follow up on denied / unpaid claims Provide regular reports to provider of billed claims Respond to client's account inquiries Track authorizations, expirations <p>Owner says: "I will work on old outstanding insurance problems from the past prior to the provider using my services."</p>
Fee Structure	"9% of insurance payments and patient payments. In some cases it may be only insurance payments. I will also work with an hourly rate of \$30 per hour. Percentage of profit rate will have an initial set up fee which is my hourly rate."
The Owner Speaks: "Why Therapists Should Choose Us"	"I have been in business for 14 years working with mental health providers. My client losses are almost non-existent regarding insurance billing. All my clients are mental health providers. At present all my clients are in California but I will work with clients in other states. I do work with small solo practices. I do more than just file claims. I know how to work with all the insurance plans and I speak to them directly, if necessary."
Billing Software Familiar/Work With	<i>No response received from owner.</i>
Reviews From Therapists who Have Used This Service	<i>No therapist reviews received.</i>
Therapists Willing to Be Contacted About Their Experience With this Service	<i>None at this time.</i>
Last Updated	Owner update: 1/18/17

Fast-Net Medical Billing LLC

Contact Person	Roger Forrester
Address	109 N. Main Avenue, Suite 207 Gresham, OR 97030
Phone	503-674-3990
E-Mail	fastnetbilling@gmail.com
Website	http://www.fastnetbilling.com
Services Provided	<ul style="list-style-type: none"> • Submit claims electronically • Call plans to check benefits • Provide benefit information to clients • Obtain initial authorization for services • Bill clients as needed and track balances • Mail claims if plans do not have electronic billing • Do Medicare / Medi-Cal billing • Follow up on denied / unpaid claims • Provide regular reports to provider of billed claims • Send accounts to collections • Assists with provider applications and credentialing • Respond to client's account inquiries • Track authorizations, expirations
Fee Structure	"Seven percent of accounts receivable"
The Owner Speaks: "Why Therapists Should Choose Us"	"We have 24 years of experience. Our team is committed to very high quality follow-up on unpaid claims and challenging insurance companies for payment. Our up-front insurance benefits verification processes create very clean billing processes. Our monthly audits of detailed Account Receivable aging keeps our collection rates very high. We deal with both medical and mental health providers in California and other states, and do work with small solo practices if they typically generate over \$6500 per month or about that amount."
Billing Software Familiar/Work With	<i>No response from biller.</i>
Reviews From Therapists who Have Used This Service	<i>No therapist reviews received.</i>
Therapists Willing to Be Contacted About Their Experience With this Service	<i>None at this time.</i>
Last Updated	Last updated 10/21/14; No response to 2017 or 2018 request for update

Freschi Billing

Contact Person	Annette Freschi
Address	2525 Redbridge Road Tracy, CA 95377
Phone	209-914-9025
E-Mail / website	Freschia40@yahoo.com
Website	No website
Services Provided	<ul style="list-style-type: none"> • Submit claims electronically • Call plans to check benefits • Provide benefit information to clients • Obtain initial authorization for services • Bill clients as needed and track balances • Mail claims if plans do not have electronic billing • Do Medicare/Medi-Cal billing • Follow up on denied/unpaid claims • Provide regular reports to provider of billed claims • Track authorizations, expirations • Respond to client's account inquiries • Assists with provider applications and credentialing • Send accounts to collections
Fee Structure	"\$22 per hour"
The Owner Speaks: "Why Therapists Should Choose Us"	"I work with small solo practices. I only deal with California mental health providers. I am affordable, accurate and efficient."
Billing Software Familiar/Work With	<i>No response from biller.</i>
Reviews From Therapists who Have Used This Service	<i>No therapist reviews received.</i>
Therapists Willing to Be Contacted About Their Experience With this Service	<i>None at this time.</i>
Last Updated	Owner update: 12/1/16

Health Assets Management

Contact Person	Carmel L Gold LCSW
Address	465 Broadway Kingston NY 12401
Phone	845-334-3680
E-Mail / website	cgold@healthassets.com
Website	www.healthassets.com
Services Provided	<ul style="list-style-type: none"> • Submit claims electronically • Call plans to check benefits • Provide benefit information to clients • Obtain initial authorization for services • Bill clients as needed and track balances • Mail claims if plans do not have electronic billing • Do Medicare/Medi-Cal billing • Follow up on denied/unpaid claims • Provide regular reports to provider of billed claims • Assist with provider applications and credentialing • Respond to client's account inquiries • Track authorizations, expirations • We are the official billing company for NYS Psychological Assn. and the NYS Natl. Assn. of Social Workers. As such, we offer consultation to the association and their members on issues regarding third party billing. We offer discounts to NY mental health practices who belong to their professional associations. We also offer presentations at professional conferences.
Fee Structure	We charge by the claim- \$4.65 for providers who belong to their professional association.
The Owner Speaks: "Why Therapists Should Choose Us"	Our services are exclusively provided to Mental Health Practices- solo, group and clinic practices in New York State. Our customers come from all corners of New York, from the New York Metropolitan Area to Upstate New York. We are a full-service company with extensive experience in Mental Health billing in New York. Health Assets has a solid reputation with all mental health professional organizations in New York. We have begun to expand our billing services for Office of Mental Health licensed clinics, in New York and other nonprofit agencies who provide Mental Health services to communities in New York. We are as attentive to the part time solo practitioner as large group practices. Our founders are Licensed Clinical Social Workers with vast experience in private practice and managed care. Our managers have years of experience in practice management, credentialing and mental health billing. We are always open to discussing the needs of new therapists. Our years of experience help us offer sage advice to practitioners who desire to grow their business, or adjust their practice to accommodate the changes in the mental health third party payer landscape. We do the administrative work, so that therapists can focus on what they do best.
Billing Software Familiar/Work With	<i>No response from biller.</i>
Last Updated	Owner 3/26/2018

Healthcare Billing Resource

Contract Person	Jocelyn Positos
Address	28364 S. Western Ave. #447 Rancho Palos Verdes, CA 90275
Phone	310-514-8226
E-Mail	jocelyn@healthcarebillingresource.com
Website	www.healthcarebillingresource.com
Services Provided	<ul style="list-style-type: none"> • Submit claims electronically • Call plans to check benefits • Provide benefit information to clients • Obtain initial authorization for services • Bill clients as needed and track balances • Mail claims if plans do not have electronic billing • Do Medicare / Medi-Cal billing • Follow up on denied / unpaid claims • Provide regular reports to provider of billed claims • Send accounts to collections • Assist with provider applications and credentialing • Respond to client's account inquiries • Track authorizations, expirations
Fee Structure	<ul style="list-style-type: none"> • "\$400 one-time set-up fee • 9% of net receipts"
The Owner Speaks: "Why Therapists Should Choose Us"	"See http://healthcarebillingresource.com/testimonials.asp for our client testimonials. We deal with both medical and mental health providers in California and other states, 60 – 80% of our billing service clients are California mental health providers. We do work with small solo practices. I am very familiar with California insurance plans. "
Billing Software Familiar/Work With	Total MD Advanced.
Reviews From Therapists who Have Used This Service	<i>No therapist reviews received.</i>
Therapists Willing to Be Contacted About Their Experience With this Service	<i>None at this time.</i>
Last Updated	Owner update: 1/18/17

Hutchinson Billing Service

Contract Person	Dee and A.F. Hutchinson
Address	1351 Ballena Blvd., Unit B, Alameda, CA 94501
Phone	510-995-8636
E-Mail	Hutchinsonbilling@gmail.com
Website	No website
Services Provided	<ul style="list-style-type: none"> Submit claims electronically Call plans to check benefits Provide benefit information to clients Bill clients as needed and track balances Mail claims if plans do not have electronic billing Do Medicare / Medi-Cal billing Follow up on denied / unpaid claims Provide regular reports to provider of billed claims Respond to client's account inquiries Track authorizations, expirations <p>Note from Owner: "We can only supply authorization from an auto line that only requires start dates, number of visits, and diagnosis. As far as tracking authorizations, we are as good as the information the therapist gives us. It will be put in our system and we will help follow."</p>
Fee Structure	<p>Owner Says: "We do not take a percentage. We find it is easier to work on an hourly rate plus per claim: \$45.00 per hour and \$3.00 per claim."</p> <p>Reviewer Says: "Fee was on a per hour basis for submitting claims. Additional time spent on communicating with insurance plans was billed at an hourly rate. I used this service a number of years ago and at that time the rate was approximately \$70-175 per month for a full-time private practice that was 90% insurance based. I don't recall the hourly rate at that time."</p>
The Owner Speaks: "Why Therapists Should Choose Us"	<p>"My partner A.F. and I have been doing billing for over 18 years, specializing in mental health providers. In 2012 we relocated from Boston to the SF Bay Area, and 33 of 35 clients followed. The change in location hasn't mattered at all, which is very gratifying. However, a few clients are reaching retirement age, so we are on the lookout to fill open slots. We've never had the need to advertise because other satisfied clients have referred all of our clients directly to us. That's why we don't have a website. We especially like to work with practitioners who are just starting out, as we've done with about 18 of our clients; they have been with us since establishing their practices and it's been wonderful to watch them grow. Small solo practices are our specialty. We deal only with mental health providers, both in California and other states; less than 25% of our clients are California mental health providers."</p>
Billing Software Familiar/Work With	<i>No response from biller.</i>
Reviews From Therapists who Have Used This Service	<p>"I used Hutchinson Billing Service for six years when I had a full-time private practice in Massachusetts that was primarily insurance-based. They moved to Alameda, California 3 years ago and I highly recommend them. It is a small business, run by two women, who do a great job. They will fight for reimbursement with insurance as well, which saved me a great deal of time. I loved the friendly relationship I developed with Donna.... The best part of working with my service was creating a strong and warm working relationship. It was great to feel I was not alone running my practice and I had someone on my team to deal with the worst part of the business, insurance. What I appreciate is they are cheaper than most other services since they bill by the hour -- It is much cheaper than using a service that charges 4% or more of all my income. I liked having control of the checks, which were addressed to me and came to my office directly, rather than the biller's. In addition, Donna and Annie are great to work with and made the drudgery of billing more enjoyable. What I liked least was that at that time I had to submit all dates/procedure codes for each patient on a spreadsheet and fax them in once a month. I'd rather communicate via electronic means such as a Google document or other digital format; I'm not sure how she does them now." -- <i>Lisette Lahana, LCSW (12/20/16)</i></p>
Therapists Willing to Be Contacted	Lisette Lahana, LCSW, Oakland, CA 94610 Therapy@LisetteLahana.com (510) 915-4795
Last Updated	Last updated: 9/13/14; No response to 2017/18 request for update

Infinity Medical Management, Inc.

Contact Person	Lori Uhlig
Address	1818 Gilbreth Road, Suite 138 Burlingame, CA
Phone	650-590-2590
E-Mail / website	lori@bottassoc.com
Website	
Services Provided	<ul style="list-style-type: none"> Submit claims electronically Call plans to check benefits Provide benefit information to clients Obtain initial authorization for services Bill clients as needed and track balances Mail claims if plans do not have electronic billing Do Medicare/Medi-Cal billing Track authorizations, expirations Respond to client's account inquiries Assist with provider applications and credentialing Send accounts to collections Provide regular reports to provider of billed claims Follow up on denied/unpaid claims <p>Note from Owner/website: "As a small medical billing company specializing in mental health providers, we take pride in helping mental health professionals with smooth billing and collections for themselves and their patients. Although the doctor or provider is essentially responsible for the initial benefits, eligibility and authorization requests, we assist in making sure that all information is up to date so that claims processing flows as quickly as possible with minimal delays and denials. We will contact the insurances and/or the patient to acquire the proper information. Along with private insurance, Medicare and Medi-Cal billing, we will also submit workers compensation billing. We realize that most private practice mental health professionals do not have office staff or assistants to rely on and we step in to relieve them of some of the duties of chasing down information. We wait on hold with the insurance companies instead of the providers having to use their time on hold with them. We will submit delinquent accounts to the provider's selected collection agency of choice. (We do not give collection agency recommendations.)"</p>
Fee Structure	"Infinity Medical Management, Inc is a percentage-based billing company. Charges are as follows: 8% of revenue received for standard insurances, 9% of revenue received for workers compensation insurances, postage for any paper claims is an additional charge at the standard postage rate. Providers are invoiced on a monthly basis. "
The Owner Speaks: "Why Therapists Should Choose Us"	80-100% of billing service clients are mental health providers. "We currently are billing for LCSW, Psy.D and MDs in the office setting and inpatient setting. I have been billing for small and large group mental health practices located in California for 12 years. All of our clients are California mental health and medical providers. We are willing to work with out of state providers." "We are a company that takes pride in our services and works diligently for our clients and their patients. 12 years of experience in mental health billing, HIPAA compliant, start to finish billing. Assist with maintaining authorizations and let providers know when a patient's authorization is close to expiring or out of units. Stay up to date with industry changes. We will often catch provider billing errors prior to submission of claims. Understand the use of the CPT and ICD-10 codes and rules. Compassionate with mental health patients. We are only paid on revenue the provider receives. This gives us the incentive to do the best job possible. We understand that most solo providers do not have assistants to help them with paperwork and phone calls to insurances. We enjoy working with solo practices as well as small groups. We have several very interesting providers who work with patients on personal, marriage and family therapy as well as severe mental illness and brain trauma. We look forward to adding providers who enjoy what they do and make a difference in people's lives."
Reviews From Therapists who Have Used This Service	<i>No therapist reviews received. (listing continues on next page)</i>

Therapist Willing to Be Contacted About Their Experience With this Service	<i>(Listing continued from last page) None at this time.</i>
Billing Software Familiar/Work With	<i>No response from biller.</i>
Last Updated	Owner update: 7/5/2017

LM Medical Management & Billing

Contract Person	Terri Mason
Address	137 N Larchmont Blvd. Suite 627 Los Angeles, CA 90004
Phone	323-275-1953
E-Mail	terri@medbillmgr.com
Website	http://www.medbillmgr.com
Services Provided	<ul style="list-style-type: none"> • Submit claims electronically • Call plans to check benefits • Provide benefit information to clients • Obtain initial authorization for services • Bill clients as needed and track balances • Mail claims if plans do not have electronic billing • Do Medicare / Medi-Cal billing • Follow up on denied / unpaid claims • Provide regular reports to provider of billed claims • Send accounts to collections • Assists with provider applications and credentialing • Respond to client's account inquiries • Track authorizations, expirations <p>Note from Owner: "Credentialing, collections, phone service for small office"</p>
Fee Structure	"A flat fee is charged based on each client's billing needs. Special considerations for those (billing service) clients who are just starting out."
The Owner Speaks: "Why Therapists Should Choose Us"	"You should choose me if you want to be treated like you are my only client, get paid in a timely manner, answer your questions, not get nicked and dimed for every service, have excellent customer service, and work with a billing service that believes in continued education. The most important thing is that I am guided by my faith and I treat each client's accounts as if it were my own. I deal with both medical and mental health providers in California and other states. 60 – 80% of my clients are mental health providers. I really do not specialize, I bill for clients in a variety of specialties. Less than 25% of my clients are California mental health providers. I do work with small solo practices. "
Billing Software Familiar/Work With	<i>No response from biller.</i>
Reviews From Therapists who Have Used This Service	"The owner is professional and very knowledgeable. Her one weakness is a lack of organization. I will recommend her for contracts and credentialing very much. I trust no one else but her!" -- Beth (12/6/16)
Therapists Willing to Be Contacted About Their Experience With this Service	Beth (no last name given) California Fbk3@sbcglobal.net 424-331-9070
Last Updated	Owner update: 10/26/16

Margie's Medical Billing

Contact Person	Margie Steele
Address	500 Atascadero Road, M-2 Morro Bay, CA 93442
Phone	805-771-9180
E-Mail	mdstee@gmail.com
Website	http://www.margies-medicalbilling.com
Services Provided	<ul style="list-style-type: none"> Submit claims electronically Call plans to check benefits Provide benefit information to clients Obtain initial authorization for services Bill clients as needed and track balances Mail claims if plans do not have electronic billing Do Medicare / Medi-Cal billing Follow up on denied / unpaid claims Provide regular reports to provider of billed claims Send accounts to collections Assists with provider applications and credentialing Respond to client's account inquiries Track authorizations, expirations
Fee Structure	<p>"For those with small incomes (the amount collected), I charge a flat rate of \$150. For those with incomes over \$2000, I charge 9% of income collected for the month. Success increases my income. If the client wants me to be responsible for collection from patients and sending statements I add an extra 1% for printing and mailing statements. If I am filling out paperwork for credentialing I charge \$25 per company or a flat \$250. I complete all paperwork, fax signature pages to my client, and send the completed credentialing packet with all necessary addendums following the process requested by the insurance company (mail, fax, or scan and email)."</p>
The Owner Speaks: "Why Therapists Should Choose Us"	<p>"Therapists should choose my service because my tenacity, patience, and honesty hold well when dealing with insurance agencies, therapists, and patient clients. I also have the reputation of being the "nice lady" that helps people, making me a great back up for the therapist's business. I enjoy life, am positive by choice, and love to laugh and share that with my most negative contacts, this helps when asking for assistance from anyone, especially the people we contact at insurance companies. I know that when a therapist hires me, they are able to use time they have spent on billing to either increase their business or enjoy life. They will soon find I am worth every penny I get. In addition, my Master's and Bachelor's degrees are in business. With these skills I am able to advise on marketing methods to allow therapist to market their particular practice. My office is set up for billing from distance, if necessary. My telephone and fax are on 24 hour per day, 7 days per week. I also check my emails daily to assure there are no 'emergencies' and if there are I will deal with them. I tell people I will try to handle everything that is not clinical. I started this business in May of 2014, after working for a billing service for 6 years.... I only deal with California mental health providers, but plan to expand later. I find my positive approach aids in clearing up denials so resubmissions are processed for repayment. I have a high rate of collection based on my appeal process. This is included in my rates as negotiated with my practitioner clients. I believe my service should include all phases of billing, reporting and collections. I have a high success rate when filing with the Department of Managed Health Care. I also have over 85% collection rate for balances owed by clients; I negotiate a payment plan, leaving the door open for the client to continue treatment or return to the therapist when money is less of a barrier. I am comfortable with the field of mental health and find it exciting that it is now considered a 'medical necessity,' (continued)</p>

	<i>(continued from last page) although the insurance companies are still finding ways to deny mental health coverage. I am sure I can find a way to serve you well. I am willing to help others learn from my accomplishments and my mistakes. I will make you laugh, and will take on the stuff that makes you so mad -- the denials I call delaying tactics by the insurance company. I do work with solo practices."</i>
Billing Software Familiar/Work With	<i>No response from biller.</i>
Reviews From Therapists who Have Used This Service	<i>No therapist reviews received.</i>
Therapists Willing to Be Contacted About Their Experience With this Service	<i>None at this time.</i>
Last Updated	Owner update: 12/1/16

Leah Mastilock

Contact Person	Leah Mastilock
Address	765 Heath Cove Santa Cruz, CA 95062
Phone	831-234-8848
E-Mail / website	leahmastilock@gmail.com
Website	https://www.linkedin.com/in/leahmastilock
Services Provided	<ul style="list-style-type: none"> Submit claims electronically Call plans to check benefits Provide benefit information to clients Obtain initial authorization for services Bill clients as needed and track balances Mail claims if plans do not have electronic billing Do Medicare/Medi-Cal billing Follow up on denied/unpaid claims Provide regular reports to provider of billed claims Send accounts to collections Assists with provider applications and credentialing Respond to client's account inquiries Track authorizations, expirations Stay up to date on CPT, ICD-10, and modifier changes as well as claim submission policy changes <p>Note from Owner: "I communicate effectively through email to have a written account of all communications."</p>
Fee Structure	<ul style="list-style-type: none"> "\$20 per hour for all services, except \$25 per hour if direct communication with a patient is desired"
The Owner Speaks: "Why Therapists Should Choose Us"	"I deal with both medical and mental health providers in California and other states. Currently, 100% of my clients are mental health providers in California. I have also worked for a large medical corporation and am familiar with medical coding as well. I am professional and reliable. I assist the provider in the best billing practices to get their claims paid. I have years of experience as a Medical Biller, Surgical Case Manager and Coding Specialist. I can manage the entire billing process from start to finish or simply submit claims quickly; as much or as little involvement as is necessary or desired so the provider can focus on caring for their patients. I am more than a claim submitter; I am considered a personal assistant to providers for their business to run efficiently. I am self-motivated, detail oriented, organized, and flexible. I stay up to date on the latest coding changes."
Billing Software Familiar/Work With	Office Ally-Practice Mate.
Reviews From Therapists who Have Used This Service	<i>No therapist reviews received.</i>
Therapists Willing to Be Contacted About Their Experience With this Service	<i>None at this time.</i>
Last Updated	Owner update: 9/5/16

MKK MH Billing

Contract Person	Maria Klette-Ketchum, LCSW
Address	76230 Hwy 1083 Covington, LA 70435
Phone	985-624-2266
E-Mail	mkketchum@aol.com
Website	No website
Services Provided	<ul style="list-style-type: none"> Submit claims electronically Bill clients as needed and track balances Mail claims if plans do not have electronic billing Do Medicare / Medi-Cal billing Follow up on denied / unpaid claims Provide regular reports to provider of billed claims Respond to client's account inquiries
Fee Structure	<ul style="list-style-type: none"> "Initial set-up fee is \$200 10% of collected insurance fees I bill for 10% of fees collected from clients that I bill for 6% for insurance fees applied to deductibles I bill for Actual cost of stamps if mailing claims"
The Owner Speaks: "Why Therapists Should Choose Us"	<p>"I am a licensed LCSW in both California and Louisiana. Thus I am very cognizant about the ins and outs of insurance billing regarding mental health claims. With over 15 years of experience with billing mental health claims in Louisiana, I am now looking to expand my services to California as a California LCSW. All services are communicated via fax or email. All monies billed to the insurance company or your clients are sent directly to you, the provider. The only money exchanged between us is when I bill you (the provider) for money the provider has received as a result of my billing the insurance company or client. I would be happy to discuss any additional information requested as I have found each provider to be unique in their needs and styles. I prefer working with small solo practices."</p>
Billing Software Familiar/Work With	<i>No response from biller.</i>
Reviews From Therapists who Have Used This Service	<i>No therapist reviews received.</i>
Therapists Willing to Be Contacted About Their Experience With this Service	<i>None at this time.</i>
Last Updated	Owner update: 10/30/16

Monterey Bay Medical Billing

Contact Person	Mariann Tymn
Address	442 35th Avenue Santa Cruz, CA 95062
Phone	831-345-6302
E-Mail	mariann@mbmbclaims.com
Website	http://mbmbclaims.com
Services Provided	<ul style="list-style-type: none"> Submit claims electronically Provide benefit information to clients Obtain initial authorization for services Bill clients as needed and track balances Mail claims if plans do not have electronic billing Do Medicare / Medi-Cal billing Follow up on denied / unpaid claims Provide regular reports to provider of billed claims Assists with provider applications and credentialing Respond to client's account inquiries Check coverage (per therapist review)
Fee Structure	"I charge \$45 per hour. There is no minimum per month, and that allows the providers that I work with to build their practice at their pace. Most providers pay between \$30 and \$90 per month."
The Owner Speaks: "Why Therapists Should Choose Us"	"I am a licensed practicing Marriage and Family Therapist (MFT) and also have a business degree from Santa Clara University. I know the ins and outs of the business, I am very familiar with California insurance plans, and I know how to get MFTs the money that they are owed by the insurance companies. I have over 30 very satisfied providers who are very happy with the service I provide for them. About a year back, a listserve member asked about billing services in Santa Cruz. Before I could answer, 6 of my clients answered her with glowing reports of my services. I only deal with California mental health providers. I do work with small solo practices. I have been doing electronic billing for 8 years. I customize my services to meet your needs."
Billing Software Familiar/Work With	Office Ally
Reviews From Therapists who Have Used This Service	<p>Review #1: "I use Mariann Tymn, who in addition to being an MFT and a former treasurer of Santa Cruz Chapter of the California Association of Marriage and Family Therapists (CAMFT), has a billing service, and she has been great." -- <i>Anna Paganelli (11/22/14)</i></p> <p>Review #2: "Monterey Bay Medical Billing and Mariann are a joy to work with. I still need to provide her the rough data, but after I've done that it's worth it to be done with my portion and have her do the data entry, electronic submission, and occasional troubleshooting." -- <i>Lauren Jones, MFT (11/22/14)</i></p> <p>Review #3: "Mariann is a therapist. She is very thorough and seems to have figured out every little twist and turn of the billing/authorization processes. I like everything about her and would absolutely recommend her!" -- <i>Sara West (11/30/16)</i></p>
Therapists Willing to Be Contacted About Their Experience With this Service	Sara West San Jose, CA omwestom@gmail.com 408-455-5999
Last Updated	Owner update: 1/23/17

Donna Nelson

Contact Person	Donna Nelson
Address	2358 S. El Camino Real #312 San Clemente, CA 92672
Phone	949-481-9772
E-Mail	d.nelson6@cox.net
Website	No website
Services Provided	<ul style="list-style-type: none"> • Submit claims electronically • Call plans to check benefits • Provide benefit information to clients • Obtain initial authorization for services • Bill clients as needed and track balances • Mail claims if plans do not have electronic billing • Do Medicare / Medi-Cal billing • Follow up on denied / unpaid claims • Provide regular reports to provider of billed claims • Assists with provider applications and credentialing • Respond to client's account inquiries • Track authorizations, expirations
Fee Structure	<ul style="list-style-type: none"> • "10% of collection from billing • \$10 per claim form (submission only) • \$10 per hour for miscellaneous duties"
The Owner Speaks: "Why Therapists Should Choose Us"	"I work alone as an independent contractor. I charge a percentage of what I collect and I don't ask the provider for additional money for office supplies, etc. Ten plus years I have specialized in billing for Mental Health Providers. I have extensive knowledge in all aspects of the billing process. I currently bill for two psychiatrists, both located in Northern California, and one Psychiatric Mental Health Clinical Nurse Specialist located in Southern California, which is where I'm located. I would welcome the opportunity to work with Mental Health Providers in other states. I do work with small solo practices."
Billing Software Familiar/Work With	"I am familiar with Office Ally, Practice Mate, and ICAnotes, plus I have my own billing management program."
Reviews From Therapists who Have Used This Service	"Very personal service. Communicated directly with Donna. Reliable. [She] would spend time submitting appeals, etc. when incorrect payment received from insurance company. Also agreed to collect fees from private pay patients when clients ... owed money. I understand the rate is on the high side. I stuck with this company because I liked the personal service. I would recommend them. Personable, specializes in mental health, always willing to go the extra mile." -- Kristi Panik (12/16/16)
Therapists Willing to Be Contacted About Their Experience With this Service	Kristi Panik Berkeley, CA drpanik@gmail.com 510-845-5155
Last Updated	Owner update: 12/1/16

NewMed Billing Services

Contact Person	Christine A. Newell, CPB, CPC, CCMA-AC
Address	24292 Los Serranos Laguna Niguel, CA 92677
Phone	949-697-8413
E-Mail / website	newmedbillservice@gmail.com
Website	www.NewMedBill.com
Services Provided	<p><u>From Owner:</u></p> <ul style="list-style-type: none"> • Submit claims electronically • Call plans to check benefits • Provide benefit information to clients • Bill clients as needed and track balances • Mail clients if plans do not have electronic billing • Do Medicare/Medi-Cal billing • Follow up on denied/unpaid claims • Provide regular reports to provider of billed claims • Send accounts to collections • Assists with provider applications and credentialing • Respond to clients' account inquiries • Review of charges and coding or accuracy • Direct patient communication regarding insurance/billing • Submission of clean claims for rapid claim payments • Tracking of all claims until payment is made • Preparation of appeals • Posting of payer and patient payments • Posting of Remittance • Advice for accurate accounting • Patient financial arrangements and payment plans • Provider account activity summary and detail reports • Out-of-Network insurance billing • Individual, Group and HMO, EPO, TPA's & Employer Self-Funded Employee Assistance Plan application, submission and follow up • Single Case Agreements • CAQH, NPI (NPPES) and payer registration • Taxpayer and ID and National Provider ID (NPI) issues • Practice Consultation Form Preparation • Customized services based on our clients' specific needs and challenges <p><u>From Reviewers:</u></p> <ul style="list-style-type: none"> • Get initial authorizations/certification
Fee Structure	<p><u>Owner Says:</u></p> <ul style="list-style-type: none"> • "Fees for billing services are based on a percentage of reimbursement from the payer and/or patient. Percentage of reimbursement is the same for processing both in- and out of network claims or if therapist desires billing services for their cash clients. Fee for billing services is 8% and is invoiced monthly. • Additional administrative charges apply for processing network panel applications and follow-up as well as any additional administrative work requested by client; such as practice consultation, form preparation, customized services based on clients' needs. The administrative fee rate is \$25 per hour."
The Owner Speaks: "Why Therapists Should Choose Us"	"I work with small solo practices. I only deal with California medical providers and mental health providers. NewMed Billing Services is owner-operated. Christine A. Newell is a Certified Professional Biller and Certified Professional Coder through the American Academy of Professional Coders (AAPC). Every day there are new or changing aspects to the <i>(continued)</i>

<p>The Owner Speaks: “Why Therapists Should Choose Us”</p>	<p><i>(continued from last page)</i> business side of healthcare. Keeping up with that rapidly shifting and expanding knowledge base is time consuming and frustrating for clinicians centered on patient care. The best medical billing services do far more than just process claims; we stay up to date and focused on our clients’ individual needs, providing exceptional services and unequalled solutions. NewMed Billing Services believes in a unique and customized service and solution-based experience for each and every client. A one-size-fits-all approach is not what we do and will not help your practice reach its full potential. We tailor our services and solutions to your one-of-a-kind specialty, needs and challenges. As a long-time business owner, I have a broad vision for customer service and productivity, with a passion for the business of healthcare. In addition, I have devotion for the field of Mental Health. It is an honor to assist individuals (both clients and patients) in providing information and answers to the ever-changing insurance landscape.”</p>	
<p>Billing Software Familiar/Work With</p>	<p><i>No response from biller.</i></p>	
<p>Reviews From Therapists who Have Used This Service</p>	<p>Review #1: “I was new to insurance and got an advertisement in the mail and called. She was very responsive to my inquiry and eager to help me get started. She was friendly and had professional expertise. What I liked least was the limited face-to-face access, the cumbersome oversight still needed and the volume of paperwork. I have already recommended NewMed Billing to other therapists.” -- <i>Mary McManus (12/6/16)</i></p> <p>Review #2: “My favorite thing is the excellent rate! She also offers personal service, is efficient, is very thorough and knowledgeable, and has given me helpful information in dealing with insurance. One thing I would like is to receive payment reports more quickly, but that probably cannot be helped as it is based on when insurance pays. I would recommend NewMed because she is efficient, her invoices are easy to understand, and she is thorough and accurate.” -- <i>Donna A McCullough (12/8/16)</i></p>	
<p>Therapists Willing to Be Contacted About Their Experience With this Service</p>	<p>Mary McManus Laguna Hills, CA mcmanuslcsw@gmail.com 949-376-1786</p>	<p>Donna A. McCullough Mission Viejo, CA donnamccullough@cox.net 949-246-7724</p>
<p>Last Updated</p>	<p>Owner update: 1/18/17</p>	

NorCal Medical Billing

Contact Person	Steve McVey
Address	P.O. Box 1561 Placerville, CA 95667
Phone	888-622-1017
E-Mail	Steve@norcalmedicalbilling.com
Website	www.norcalmedicalbilling.com
Services Provided	<ul style="list-style-type: none"> • Submit claims electronically • Call plans to check benefits • Provide benefit information to clients • Obtain initial authorization for services • Mail claims if plans do not have electronic billing • Do Medicare / Medi-Cal billing • Follow up on denied / unpaid claims • Respond to client's account inquiries • Track authorizations, expirations
Fee Structure	“\$100 minimum monthly fee. This covers the first 25 claims (or Dates of Service). Once provider reaches 26 or more claims per month our fee is \$4 per claim or Date of Service. We will generate patient statements upon the request of provider for \$2 each.”
The Owner Speaks: “Why Therapists Should Choose Us”	“We specialize in mental health billing, that's all we do. Our reputation speaks for itself. I deal with providers both in California and in other states. I do work with small solo practices.”
Billing Software Familiar/Work With	Medisoft, Office Ally, some Therapy Notes
Reviews From Therapists who Have Used This Service	<p>Review #1: “I absolutely recommend them! I love working with them. They have made my life so much easier. They are professional, expedient, and easy to reach, talk with, and get advice. Their follow through is excellent. There are no strings attached. They are a small, family-owned business and so very easy to deal with. I did my own billing for 15 years until I felt completely worn down by calling insurance companies. Nor Cal Medical Billing has made the relationship with my clients so much easier and more professional because there is a buffer between my therapy services and reimbursement. I cannot recommend them enough. I have no complaints; I have only praise for their service, professionalism and kindness. She is a lifesaver for me! Although hiring a billing service adds a cost to my practice, it has been a huge stress reliever and allows for a more professional relationship with my clients.” -- <i>Eva Rider (12/16/16)</i></p> <p>Review #2: “Julie Stark, NorCal has been great! I was recently diagnosed with cancer and fell behind in billing. She’s taken all this in tow and I’ll be caught up prior to my surgery. I’m a believer in handing off what I can no longer accomplish. If I’m able to return to work in January, I’ll contract with her for all my billing.” -- <i>Judy McGehee (10/12/15)</i></p>
Therapists Willing to Be Contacted About Their Experience With this Service	Eva Rider, MA MFT Santa Cruz, CA evarider@reclaimingsoul.com 831-427-9108
Last Updated	Owner update: 8/25/16

Precision Billing

Contact Person	Judy Judge
Address	P.O. Box 6860 Eureka, CA 95502-6860
Phone	707-443-3384
E-Mail / website	precisionbilling@sbcglobal.net
Website	No website
Services Provided	<ul style="list-style-type: none"> Submit claims electronically Call plans to check benefits Provide benefit information to clients Bill clients as needed and track balances Mail claims if plans do not have electronic billing Do Medicare / Medi-Cal billing Follow up on denied / unpaid claims Provide regular reports to provider of billed claims Send accounts to collections Assists with provider applications and credentialing Respond to client's account inquiries <p>Note from Owner: "Also offer credit card processing for 2%."</p>
Fee Structure	"We charge 8% of what we collect for the therapist. Credentialing and applications have a separate charge depending on the workload of the individual provider."
The Owner Speaks: "Why Therapists Should Choose Us"	"We can ease the burden of the business side of your practice so you may excel clinically. I only deal with California medical providers and mental health providers. I have a good grasp of the insurances in California and can use my experience for all of my providers. Other states have different requirements and some have stringent authorization requirements which make it difficult for me to manage remotely. Grant you, it is a chess game and the insurance companies are always changing the rules."
Billing Software Familiar/Work With	<i>No response from biller.</i>
Reviews From Therapists who Have Used This Service	"I'd recommend her without reservation. I trust her completely, believe she has high ethical standards, and sometimes we'll have lunch. She handled a messy and complex worker's compensation case for me, she mailed, copied, etc. for a contracted fee and I was impressed at her efficiency and professionalism. An employee made some minor errors, but she was quick to correct them when I called. She has a nice telephone manner, and has soothed bristly clients. Wish I'd had her years ago; I would've felt less stressed. What I like least: she's not as tough as I was on collections. Once, I felt she became too friendly with a client on the phone." -- <i>Anonymous (12/16/16)</i>
Therapists Willing to Be Contacted About Their Experience With this Service	<i>None at this time.</i>
Last Updated	Owner update: 10/25/16

Preferred Medical Services

Contact Person	Tiffany Pietrowski, President
Address	4404 Overglan Avenue Wake Forest, North Carolina 27587
Phone	919-237-9080
E-Mail	Pmms.billing@gmail.com
Website	www.preferredmedicalservices.com
Services Provided	<ul style="list-style-type: none"> Complete Medical Billing Services Submit claims electronically when applicable (including Medicare & Medi-Cal) and mail claims if plan do not accept electronic billing Call insurances to verify patient benefits, provide benefit details back to client, help assist with obtaining authorization for services and EAP claims Follow-up on insurance claims Extensive reporting including monthly Accounts Receivable reconciliation and reports Prompt payment posting and reporting Customer and Patient Support; answers patient billing questions Soft Collections after patient balance exceeds 45 days; assist with collections when needed but will exhaust all attempts first with patients. Analysis and recommendation on fee structures Credentialing Assistance <p>Note from Owner: “There isn’t anything we don't do to help our provider’s service their patients.”</p>
Fee Structure	<p>“We charge 10% of the gross receipts collected for ALL our services. ‘Gross receipts’ is defined as the total sum of all monies collected each month for all services including, but not limited to; monies associated with payment for services billed to all primary insurance, Federal Medigap policies, all patient-owed balances including copayments and deductibles and non-Medigap secondary insurance billings. That includes ALL our services (credentialing, eligibility, appeals, authorizations, etc). We do not have separate pricing for different services. It’s a bundle package. We have NO hidden fees.”</p>
The Owner Speaks: “Why Therapists Should Choose Us”	<p>“Our philosophy is simple – ‘Commitment to the Client.’ We realize that without performance to the client, we would not be in business, plain and simple. Our management style is to develop a partnership with our clients, allowing us to work side by side with our clients as we both grow. We feel that we can adapt to the changing healthcare environment more easily than our competition. We can be molded to meet the expectations and goals for our clients. This is what sets us apart from our competitors. Our company is based on the belief that our customers’ needs are of the utmost importance; therefore we are a 24 - 7 billing company. Our entire team is committed to meeting those needs. As a result, a high percentage of our business is from repeat customers and referrals. Preferred Medical Services leverages its relationships with strategic business partners and professional organizations to enhance its industry knowledge and provide our clients with the most accurate and comprehensive view of the healthcare industry's latest practices and procedures.</p> <p>PMS will manage your revenue cycle from start to finish. Our objective is to obtain maximum reimbursement for all your claims. PMS will aggressively follow-up on all unpaid or disputed claims, regardless of carrier. Regardless of the size of your practice, from solo practitioner to large multi-specialty physician group, Preferred Medical Services can help you manage your practice with our extensive medical billing and management expertise creating an increase your cash flow. Many providers wonder, ‘why should I pay a percentage of my hard-earned revenue to a billing service?’ As with most things, what’s important is not what you're paying (<i>continued</i>)</p>

	<p>(continued from last page) but <u>what you're getting in return</u>. So, let's take a look at what you get with Preferred Medical Services:</p> <p>Knowledge—because it's OUR business, we stay up to date on the latest payer requirements, denial prevention techniques and effective appeals strategies.</p> <p>Persistence—as a superior medical billing service we are able to get your practice paid more because of the knowledge, techniques and perseverance we apply to the difficult claims.</p> <p>We also work with multiple payers and know their requirements and what works in terms of appeals. How often do you write off claims that could be paid with a little more effort?</p> <p>Our clients' success is critical to the operational goals of Preferred Medical Services. It is through our clients that we help improve the lives of people in our community. The goal of our clients is to provide the best patient care available. At Preferred Medical Services we help our clients achieve that goal by letting them focus on the one most important element of their practice, the health and well-being of their patients.</p> <p>Our annual goals are to monitor and minimize days in Accounts Receivable, increase cash flow, and improve the overall revenue cycle management of the providers' practices. We deal with both medical and mental health providers in California, Texas, and North Carolina along with many other states. We are strictly US based and will never outsource overseas. We do work with small solo practices as well as large multi-physician practices."</p>
<p>Billing Software Familiar/Work With</p>	<p>Office Ally, Simple Practice, Therapy Notes, Therapy Appointment, Valant, AdvancedMD, ChARM EHR</p>
<p>Reviews From Therapists who Have Used This Service</p>	<p>"I chose them because they were featured by another therapist on her networking site and Tiffany seemed proactive, responsible, good natured, and aggressive about getting her clients their money. And she is all of that... She deeply understands the special challenges that go along with medical billing for behavioral health, doesn't like loose ends... doesn't mind explaining everything, and insists on doing everything perfectly at her end. Mostly I hired Tiffany because when I call her at 9 pm with random questions, she takes my calls. And that's midnight her time. She answers calls on the weekend. She answers emails on the weekend. She doesn't say 'everything will be fine--don't worry.' She says 'I will make it work, and I will do the worrying for you, and I'll let you know what I need from you. In the meantime, run your practice and see your clients.'" -- Tracy DeSoto (9/8/14)</p>
<p>Therapists Willing to Be Contacted About Their Experience With this Service</p>	<p>Tracy Desoto San Bruno, CA Tracy@desotomft.com</p>
<p>Last Updated</p>	<p>Owner update: 1/18/17</p>

PsychAdmin Partners

Contract Person	Susan Frager
Address	11417 106 th Street Anderson Island, WA 98303
Phone	253-884-1403; 314-412-0449 (Cell)
E-Mail	susan@psychadminpartners.com
Website	www.psychadminpartners.com
Services Provided	<ul style="list-style-type: none"> • File claims • Check coverage • Follow up on unpaid claims • Send invoices / superbills to clients directly, when appropriate • Get initial authorizations / certification • Help with plan applications / recredentialing • Routinely send provider a list of unpaid client balances and dates bills were submitted • Handled billing and insurance questions directly from clients
Fee Structure	“I charge based on a percentage of collected fees. Fees are determined after careful discussion with the practice owner and are based on a lot of factors. Very small practices (fewer than 15 clients per week) may incur minimum monthly fees. Credentialing, enrollments, and plan applications are at an additional charge (this is the only service not included in the billing percentage).”
The Owner Speaks: “Why Therapists Should Choose Us”	“Experience since 1998; national reputation; clinical knowledge; personal service; member of Healthcare Billing & Management Association (www.hbma.org); special experience with EAP, neuropsychological testing, and nursing home billing. Will accept practices from most states. I can also do insurance panel contract negotiations; help with getting on panels; bill credit cards/HSA/flexible spending cards if provider subscribes to a web-based service; electronic posting of remittances for participating payers; automated eligibility for participating payers.”
Billing Software Familiar/Work With	HealthPac, Lytec, Valant, ICANotes, Practice Fusion, Therapy Notes
Reviews From Therapists who Have Used This Service	“I would absolutely recommend this service. I chose this service because I had read Susan's book, she is a Social Worker, and I read posts in discussion groups and liked what she had to say. I like that she has been able to answer any questions that I've had. I realize that this is Susan's 'thing' -- she understands and loves it. I have no complaints.” -- <i>Stacey Horn (10/8/14)</i>
Therapists Willing to Be Contacted About Their Experience With this Service	Stacey Horn Eagle, CO stacey@familyroomco.com 970-688-1401
Last Updated	Owner update: 9/19/16

Psyche Associates

Contact Person	Stone Taylor Melanson												
Address	2946 Kalmia Avenue, #58 Boulder, CO 80301												
Phone	510-220-0660												
E-Mail	stone@psyche-associates.com												
Website	No website												
Services Provided	<ul style="list-style-type: none"> Insurance billing Call plans to check benefits Provide benefit information to clients Get initial authorizations / certifications Bill clients as needed and track balances Mail claims if plans do not have electronic billing Do Medicare / Medi-Cal billing Follow up on denied / unpaid claims Assists with plan applications / recredentialing Provide regular reports to provider of billed claims, including list of unpaid client balances and dates bills were submitted (from reviewer) Responds to client account inquiries Track authorizations, expirations Handle payments from the insurance plan (per therapist review) Send invoices/superbills to clients directly, when appropriate (per therapist review) 												
Fee Structure	<p>Owner Says: "I charge:</p> <ul style="list-style-type: none"> \$16 per New Patient Set-up \$11 per Insurance Claim - HCFA \$11 per Patient Statement (not every patient will need a statement each month. I can produce coded super-bills for HRA/Flexible Spending plans or out-of-network insurance.) \$8 for Data only (example: A patient has terminated and no HCFA or statement is needed, but an insurance and/or patient payment was tracked and entered.) \$60 per Billable Hour (benefit and authorization calls, calls to patients, follow-up on unpaid claims, etc.) <p>Here's a sample monthly invoice:</p> <table border="1" style="margin-left: auto; margin-right: auto; border-collapse: collapse;"> <tr> <td style="padding: 2px;">New patient set-up for 2 patients</td> <td style="text-align: right; padding: 2px;">\$50</td> </tr> <tr> <td style="padding: 2px;">Insurance claim for 15 patients</td> <td style="text-align: right; padding: 2px;">\$150</td> </tr> <tr> <td style="padding: 2px;">Patient Statement for 10 patients</td> <td style="text-align: right; padding: 2px;">\$100</td> </tr> <tr> <td style="padding: 2px;">Data entry for 1 patient</td> <td style="text-align: right; padding: 2px;">\$8</td> </tr> <tr> <td style="padding: 2px;">One Billable Hour</td> <td style="text-align: right; padding: 2px;">\$60</td> </tr> <tr> <td style="text-align: right; padding: 2px;">TOTAL:</td> <td style="text-align: right; padding: 2px;">\$368</td> </tr> </table> <p>The total amount usually translates to 5 - 10% of income generated from billing." Reviewer Says: "\$10 per claim and \$50 per hour for other work." Another Reviewer Says: "It really varies. She sets it up as the therapist needs. Sometimes it's verbal phone support, charged by the hour – pro rated. There are consistent per-claim fees. She really sets it up each month as to how much support her [billing service] clients need. The fee varies depending on need, which I really appreciate because I know what I am paying for or, should I say, investing in." <i>(continued)</i></p>	New patient set-up for 2 patients	\$50	Insurance claim for 15 patients	\$150	Patient Statement for 10 patients	\$100	Data entry for 1 patient	\$8	One Billable Hour	\$60	TOTAL:	\$368
New patient set-up for 2 patients	\$50												
Insurance claim for 15 patients	\$150												
Patient Statement for 10 patients	\$100												
Data entry for 1 patient	\$8												
One Billable Hour	\$60												
TOTAL:	\$368												

<p>The Owner Speaks: “Why Therapists Should Choose Us”</p>	<p><i>(continued from last page)</i> “I get claims paid and all a provider has to do is send me new patient data, transaction logs, and Explanation of Benefits (EOBs) by fax. Depending on the size of your account, I schedule weekly or monthly billing calls with you to go over your account. I send your reports each month once your insurance and patient billing are complete. I follow-up on all unpaid claims and either get them paid, or communicate with you or the patient regarding what action is needed. I manage the paperwork required for EAP. I don't currently bill electronically, but this is definitely the wave of the future and I am making preparations for that transition. One of my priorities is security and privacy. I use a HIPAA compliant back-up service and email. I securely shred paperwork and password-protect my computer. My office and files have locks and my fax has its own dedicated landline. All my clients are mental health providers. Eighty percent are California providers, 20% from other states. I can accept clients from anywhere in the United States. All of my providers are individual private practitioners. Please note - I am only able to accept new clients that see around 20 or more patients each month. If you are close to that size and working towards growing then I would love to support that growth by handling your billing. If you have a considerably larger practice, I would love to help you manage it with efficiency. I currently work with a provider who sees more than 50 patients each month. I am happy to speak with you on the phone to see if we would be a good match and answer questions about fees and processes for working together.</p>		
<p>Billing Software Familiar/Work With</p>	<p>Therapist Helper</p>		
<p>Reviews From Therapists who Have Used This Service</p>	<p><u>Review #1:</u> “I would highly recommend her. She took over billing for me from a previous service. She is amazingly competent and can point out errors I've made. I trust her implicitly. I don't mind working a few extra hours each week doing what I love to pay for her to do the things I hate doing. I would lose a lot of money if I didn't have her to follow up on unpaid claims -- I just wouldn't notice they hadn't been paid or wouldn't take the time to follow up. What I liked least was having to spend time each week telling her what money I had collected from who, and her activities on my behalf, but it was totally worth it -- I know if I didn't have her I would be spending at least that much on the phone with insurance plans or doing the work myself. For me the cost could add up, since my eyesight is impaired and I had her doing a lot of hourly services for me (credentialing, dictation, authorizations, etc.), but I think for most of her clients she just files claims and follows up on them.” -- <i>Karen Rose (12/16/16)</i></p> <p><u>Review #2:</u> “Ms. Stone is a consummate professional; she is thorough, takes responsibility, never makes a mistake, follows up on everything, tries to keep her total bill reasonable, is timely, has excellent judgment with patients in complex situations, and is a wonderful representative for me with my patients. I would trust her with anything. I am still working with her and would recommend her to anyone!” -- <i>Anonymous (10/4/16)</i></p> <p><u>Review #3:</u> “Simply stated: Without Stone my business would not be where it is today. She's professional, seamless and dedicated to details. She is a massive piece of my success. I would refer her to anyone who needs a back office for insurance support. She is the BEST. Psyche Associates has a human touch. It is not a drone service as many others are. I would say it is a boutique billing service that caters to clinicians who need billing and private practice support. Stone handles the billing service to the T. She goes above and beyond because Psyche Associates truly cares about their clients' well-being, which in turn allows me to better assist my patients. I recommend her 100%. I would say I couldn't run my practice without her.” -- <i>Sorrenta Stuart (10/11/16)</i></p>		
<p>Therapists Willing to Be Contacted About Their Experience With this Service</p>	<table border="0"> <tr> <td data-bbox="396 1766 954 1908"> <p>Karen Rose, LMFT, LPCC rosekm@earthlink.net 510-486-1188</p> </td> <td data-bbox="954 1766 1539 1908"> <p>Sorrenta Stuart Walnut Creek, CA sorrentastuart@gmail.com 925-963-5353</p> </td> </tr> </table>	<p>Karen Rose, LMFT, LPCC rosekm@earthlink.net 510-486-1188</p>	<p>Sorrenta Stuart Walnut Creek, CA sorrentastuart@gmail.com 925-963-5353</p>
<p>Karen Rose, LMFT, LPCC rosekm@earthlink.net 510-486-1188</p>	<p>Sorrenta Stuart Walnut Creek, CA sorrentastuart@gmail.com 925-963-5353</p>		
<p>Last Updated</p>	<p>Owner update: 9/28/16</p>		

Reliable Mental Health Billing Service

Contact Person	Julie Hulstine
Address	38992 Jubilee Way Fallbrook, CA 92028
Phone	619-540-3695
E-Mail	Julie@ReliableMHBillingServices.com
Website	www.reliablemhbillingservices.com
Services Provided	<ul style="list-style-type: none"> Submit claims electronically Call plans to check benefits Provide benefit information to clients Obtain initial authorization for services Bill clients as needed and track balances Mail claims if plans do not have electronic billing Do Medicare / Medi-Cal billing Follow up on denied / unpaid claims Provide regular reports to provider of billed claims Send accounts to collections Assists with provider applications and credentialing Respond to client's account inquiries Track authorizations, expirations <p>Note from Owner: "Pre-populate authorization forms and send to the provider when time to get further authorization. Pre-populate EAP billing forms (when not billed on HCFA form) and send to the provider when time to submit the billing."</p>
Fee Structure	<p>"Reliable Mental Health Billing Services charges:</p> <ul style="list-style-type: none"> a set-up fee of \$50 to \$300 depending upon the size of your practice a fee of 8% for revenue collected from our billing a fee of 2% to track revenue not collected from our billing (patient payments collected by the provider in the office that Reliable MH Billing Services did not send a bill for). <p>Credit cards or checks accepted. Monthly fees are due 10 days after provider receives invoice. A late fee of \$15 will be added to monthly dues if payment is not received within 10 days."</p>
The Owner Speaks: "Why Therapists Should Choose Us"	<p>"Reliable Mental Health Billing Services provides a high attention to detail and flexibility to meet the needs of Mental Health Professionals! While providing quality service, Reliable MH Billing Services intends to maximize the efficiency of the collection process by:</p> <ul style="list-style-type: none"> increasing the collection ratio and decreasing the claim rejection rate furnishing to the provider easy to understand Practice Analysis Reports each month checking the patients' mental health benefits, setting up the initial authorization and furnishing to the Provider an Authorization Status Report each month. <p>We don't charge the provider for claims submitted or time spent on submitting or following up on claims. We charge the provider on revenue received. If the provider doesn't get paid, we don't get paid! We specialize in Mental Health billing. 100% of our clients are Mental Health providers. We are currently billing 100% for California mental health providers, but are not opposed to billing for MH providers in other states. We do work with small solo practices."</p>
Billing Software Familiar/Work With	Medisoft.
Reviews From Therapists who Have Used This Service	"I would absolutely recommend Reliable. I really liked the owner and the reports she would generate. What I liked the least? Nothing! I only left because I decided to go off insurance panels as a step toward eventual retirement." -- <i>Judy Ervice (11/11/14)</i>
Therapists Willing to Be Contacted About this Service	Judy Ervice 619-294-9011
Last Updated	Owner update: 8/14/18

Sesom Medical Billing and Consulting

Contact Person	Stephanie Moses
Address	PO Box 3145 San Dimas, CA 91773
Phone	866-988-5102
E-Mail / website	smoses@sesomconsulting.org
Website	Under construction as Feb 2017 and appears to be as of Oct 2018
Services Provided	<ul style="list-style-type: none"> Submit claims electronically Call plans to check benefits Provide benefit information to clients Obtain initial authorization for services Bill clients as needed and track balances Mail claims if plans do not have electronic billing Do Medicare/Medi-Cal billing Follow up on denied/unpaid claims Provide regular reports to provider of billed claims Handles and tracks Authorizations and Pre-certifications Respond to clients' account inquiries Assists with provider applications and credentialing Send accounts to collections Check insurance coverage Free web-based Appointment Scheduling software and Billing Software with no extra charges, if you do not have your own software Free web-based EMR system for practices who do not have their own EMR Will handle patient calls for statements sent to patients or any patient billing queries Medical Transcription <p>Owner Says: <i>For more services provided, see below, under "The Owner Speaks"</i></p>
Fee Structure	"After the provider has received the insurance payment(s), a 6% fee is charged."
The Owner Speaks: "Why Therapists Should Choose Us"	<p>"I deal with both medical and mental health providers in California and all other states. No practice is too small, and I am always accepting new business. We have over 35 years' experience in medical billing and collections in all states. We not only specialize with mental health/substance abuse; we also specialize in medical and DME.</p> <p>DEDICATED, HIGHLY TRAINED SPECIALISTS: The team only has one purpose, to increase the profitability of your practice. They review and post all payments ensuring that the carriers are paying the correct amount and preventing incorrect adjustments. Every outstanding claim is tracked until it is processed and paid to its fullest. This is not a separate team. They are integrated with your existing staff and have the same goals in mind. If the practice does not make money, the billing service doesn't make money. They work closely with office staff to ensure an efficient overall workflow and provide training when needed. The practice also gains access to a large combined knowledge base of billing experts to aid in navigating the changes.</p> <p>GAIN CONTROL: Many people think that outsourcing medical billing means giving up control to someone else. The opposite is true, and for most practices, they feel more in control than ever before. Someone else is taking care of the time-consuming work and dealing with the headaches, so the providers have breathing room to review their monthly reports and see at a glance the health of the practice. Monthly and annual comparisons are quickly made, and all questions are addressed by account managers in detail. Errors can be identified early before they spiral out of control. Transparency and the ability to run any report 24 hours a day gives a sense of control that they never had before. Adding an expert billing team to the mix utilizes a team approach to progress toward mutual goals.</p> <p>A CHANGING INDUSTRY: The healthcare landscape is changing at an unprecedented rate. Keeping up with the ever-changing rules and requirements is difficult under the best of circumstances. It requires constant education and vigilance, new and deleted codes come out annually, fees change, and carrier rules seem to vary daily. Most people just don't have the time needed to dedicate to this task.</p> <p><i>(continued)</i></p>

<p>The Owner Speaks: “Why Therapists Should Choose Us”</p>	<p><i>(continued from last page)</i></p> <p>CODES: A billing service keeps you informed about which codes and modifiers can be used or how to bill....a medical billing service can provide the benefit of a vast knowledge base and just as importantly; they are privy to...trends from a network of other practices. This inside information keeps them on the cutting edge and shared knowledge is transferred to the practice in real time.</p> <p>GET PAID FASTER: A billing service can submit your claims faster and with fewer errors, so you can receive payment from payers in the shortest amount of time. Your payments are posted by professionals who will prevent errors in payment posting, resulting in denials being detected upfront. These are worked and resubmitted for timely payment. A professional billing service will ensure that you are transmitting claims electronically to all possible carriers and are set up to receive ERAs, further reducing turnaround time. Achieving the highest reimbursement possible in the shortest amount of time puts money in the bank and not on the books. Do you know what your average Medicare cycle time is?</p> <p>FOCUS ON WHAT YOU DO BEST: You spent all those years in school to become a doctor so that you could enjoy a long career helping people. Little of that time was spent learning the intricacies of medical billing. Doing your billing in house requires a lot of time and effort. Even if you aren't the one that actually spends 15 minutes trying to contact a carrier to follow up on a single claim, you will still need to deal with... all of the headaches that come with it. A billing service can free up a substantial amount of time that could be spent with patients or for some much-needed R&R. At some point you may ask yourself “what is my time worth to me compared to what I can pay someone else?”</p> <p>LESS STRESS, MORE CASH: A good billing service will only charge a percentage of the money that they collect. The less money that is erroneously adjusted off or the fewer claims sent out incorrectly means more money in your pocket. A good billing service will conduct a fee schedule analysis to make sure that you are getting reimbursed at the highest possible rate for your carriers, utilize multiple claim scrubs to ensure that claims are submitted correctly, utilize efficient policies and procedures to reduce your cycle time, and their experienced staff will review denials for accuracy. Each EOB is audited for correct payment, and steps are taken to ensure that you receive accurate reimbursement for your services. A good billing service works hard to improve your collection rate because if you make more, they make more. Most practices that hire a billing service see an increase in revenue and a decrease in cost that far outweighs the billing service fee.</p> <p>WE PROVIDE:</p> <ul style="list-style-type: none"> • Highly trained employees with vast experiences in handling different specialty billing • High standard of accuracy • An inbuilt set of Coders approved by American Association of Professional Coders (AAPC) who scrub each and every claim to make sure that we have the right coding, which avoids denials due to inconsistent codes • A policy of hitting it hard on your old unpaid claims to make sure we get paid on each and every claim, rather than depending on just clean claims • Allocating a minimum of 5 employees for even a practice of only 1 doctor (other billing companies allocate 1 employee for a practice of 1 doctor) • The additional allocation of manpower increases the number of manpower work hours per day, which results in a high efficiency level on the work done which in return increases the cash flow by a minimum of 10% for your practice right from the first month you come on board • A set of stable employees who will be allocated to work for your practice who will not be multi tasked to other clients like other billing companies • A 100% HIPAA compliant company • A policy of treating all clients, big or small, with the same amount of importance <p>We will be able to get you live within 1 hour after your confirmation of signing on with us."</p>
<p>Billing Software Familiar/Work With</p>	<p>Office Ally, SSI, CCSM, DDE, HPF, ECW, Gateway, Sorian, EPIC, SSL, Meditek, NextGen, Metrix, Zirmed, Telcor</p>
<p>Therapist Reviews</p>	<p><i>No therapist reviews received.</i></p>
<p>Therapists Willing to Be Contacted</p>	<p><i>None at this time.</i></p>
<p>Last Updated</p>	<p>Owner update: 9/30/16</p>

SmartBilling Pro

Contact Person	Dylan O'Hare
Address	11801 Mississippi Ave Los Angeles, CA 90025
Phone	424-571-5771 ext. 509
E-Mail	dylan@simplepractice.com
Website	www.simplepractice.com/smartbilling-pro/
Services Provided	<ul style="list-style-type: none"> ● For SimplePractice subscribers only, this is their in-house billing service option. ● "SmartBilling Pro will submit, correct and follow your insurance claims for their entire lifecycle. Every claim we submit on your behalf will be finalized so you never leave hard-earned money behind again. This includes correcting scrubbing errors, rejections, denials, timely filing letters and appeals. We will address any issues and resubmit an accurate claim to the insurance payer. ● Transparency is important in any collaboration so we work directly with you in your SimplePractice account. You just add us to the team! ● Our team will monitor your accounts to ensure that your insurance payments and balances are always up to date and properly recorded. ● Each month we will provide an easy to read invoice based on the Insurance reimbursements we have received. ● SmartBilling Pro provides exclusive phone support, email support and client portal secure messaging support, 9am-5pm PST, Monday through Friday."
Fee Structure	<ul style="list-style-type: none"> ● 8% of insurance reimbursements ● \$4.75 per claim applied to a client's deductible ● \$300 one-time setup fee per clinician
The Owner Speaks: "Why Therapists Should Choose Us"	"SmartBilling Pro gives you more time to focus on your clients knowing that your insurance claims are being actively managed. Once you have added your client information and the session has been completed in your calendar, we do the rest! With SmartBilling Pro, insurance billing will be one less thing for you to worry about."
Billing Software Familiar/Work With	SimplePractice ONLY
Last Updated	Owner provided 09/20/2018.

Solutions Medical Billing Inc

Contact Person	Alice Scott	
Address	8251 New Floyd Road Rome, NY 13440	
Phone	315-207-4222	
E-Mail	alice-solutions@cnyemail.com	
Website	http://www.solutions-medical-billing.com	
Services Provided	<ul style="list-style-type: none"> Submit claims electronically Bill clients as needed and track balances Mail claims if plans do not have electronic billing Do Medicare / Medi-Cal billing Follow up on denied / unpaid claims Provide regular reports to provider of billed claims Assists with provider applications and credentialing Respond to client's account inquiries Track authorizations, expirations Check coverage (per therapist review) 	
Fee Structure	<p>Owner Says: "7% of payment"</p> <p>Reviewer Says: "Flat \$200 per month"</p> <p>Second Reviewer Says: "I pay a flat fee of \$179 per month"</p>	
The Owner Speaks: "Why Therapists Should Choose Us"	<p>"We have an excellent system for tracking claims and in making sure they are paid correctly. We make sure any incorrectly paid claims are reprocessed. We do work with individual solo practices, but only work with full time therapists. I deal with both medical and mental health providers in California and other states."</p>	
Billing Software Familiar/Work With	Lytec, Medent, Practice Mate, Now MD, MedFX, Allegiance MD, NextGen, Perfect Care, MediSoft	
Reviews From Therapists who Have Used This Service	<p>Review #1: "I was referred to this service by a colleague. The people respond to any questions/concerns quickly and efficiently. I would recommend this service to other mental health providers because they are efficient, courteous and get the job done." -- <i>Suzanne (12/6/16)</i></p> <p>Review #2: "I have been with this billing company since I started my private practice in 1997. I was one of their first customers as well, I think. They came and met with me in person to start, and we got into an easy rhythm of working smoothly together. There was lots of phone contact in the beginning. They always got the job done. As their company grew, there were some growing pains with new employees who were less conscientious. But Alice and Michelle always worked to correct and improve services in coaching their staff to higher-level work. Things seem to be running smoothly these days. I've always enjoyed working with this company. I had difficulty with making the transition with strictly email contact. They never outright directed me to do this, but I could tell that they were annoyed with my calls, and at one point suggested they might not be able to keep working with me, because of a sticky insurance issue I was having and my numerous calls. I finally figured out to email my concerns. Since then, the friendly service has resumed. As I said, I do recommend this billing service to any mental health providers who have ever been thinking about using this kind of service." -- <i>Jan Ferris (12/7/16)</i></p>	
Therapists Willing to Be Contacted About Their Experience With this Service	<p>Suzanne Appleton, NY swpeace@roadrunner.com 315-798-9330</p>	<p>Jan Ferris New Hartford, NY Jferris300@aol.com 315-724-8671</p>
Last Updated	Owner update: 8/31/16	

TapRoot Billing Services

Contract Person	Lisa Ward
Address	10512 NE 68 th Street, Suite C-101 Kirkland, WA 98033
Phone	425-242-0241
E-Mail	Lisaw@taprootbilling.com
Website	Taprootbilling.com
Services Provided	<p><u>From Owner:</u></p> <ul style="list-style-type: none"> • Submit claims electronically • Call plans to check benefits • Provide benefit information to clients • Bill clients as needed and track balances • Mail claims if plans do not have electronic billing • Do Medicare/Medi-Cal billing • Follow up on denied/unpaid claims • Provide regular reports to provider of billed claims • Send accounts to collections • Respond to clients' account inquiries <p><u>From Reviewer:</u></p> <ul style="list-style-type: none"> • File claims • Check coverage • Follow up on unpaid claims • Handle payments from the insurance plan • Send invoices/superbills to clients directly, when appropriate • Get initial authorizations/certification • Help with plan applications/recredentialing • Routinely send the provider a list of unpaid client balances and dates bills were submitted • Handled billing and insurance questions directly from clients • QuickBooks income division by provider
Fee Structure	<p><u>Owner Says:</u> "My fee structure is custom to what billing services the provider would like us to do for them, so my contracts are different for everyone. I bill by the hour and my rates range from \$32 - \$36."</p> <p><u>Reviewer Says:</u> "Hourly rate plus any supplies used to bill clients or file paper claims (very small)."</p>
The Owner Speaks: "Why Therapists Should Choose Us"	<p>"I work with small solo practices. I deal with both medical and mental health providers in California and other states. About 80 – 100% of my billing service clients are mental health providers, 25% of my clients are California mental health providers. I think a provider should choose TapRoot Billing Services because we offer the highest level of customer service and we are very reliable, dependable and easy to get a hold of, not like most outsource medical billing companies. We educate our providers along the way with what they might not know or understand about billing and insurance companies. TapRoot provides more of a personal touch and we want our providers to know what is going on with their accounts and their money income as well!"</p>
Billing Software Familiar/Work With	<i>No response from biller.</i>
Reviews From Therapists who Have Used This Service	<p><u>Review #1:</u> "A client mentioned their provider used this company and highly recommended them. The Taproot team members are professional, highly responsive, easy to communicate with, and they are excellent team players and problem solvers. I would highly recommend this billing service to other mental health providers – they have excellent communication and collaboration skills and they clearly want to help you succeed as they are knowledgeable so you can focus on client care." -- <i>Rain City Therapy Associates, (3/15) (continued)</i></p>

<p>Reviews From Therapists who Have Used This Service</p>	<p style="text-align: center;"><i>(continued from last page)</i></p> <p>Review #2: “They have been extremely responsive, helpful, efficient, accommodating and professional. My clients give me outstanding feedback from their interactions with them. They helped me streamline my administrative responsibilities, respond to my clients’ financial requests/ accommodations, mediate insurance requests, and help to educate me on the entire billing process. I would absolutely, hands down, recommend this billing service.” -- <i>Chris Chandler (3/11/15)</i></p> <p>Review #3: “I like that I pay an hourly fee, this means when business is slow I pay less but there is incentive for my biller to spend time following up with unpaid claims because it means more hours for her. I have a large unpaid accounts receivable, this may be more a function of my patient population than of my billing company. I would recommend Taproot to other mental health providers. Lisa has made it easy for me to start my own practice having little previous experience with billing. She communicates with me regularly and explains things well. In the past I have worked with billing companies where the representative on my account changed often which led to a lot of confusion and accounts going unpaid for months. I always know I can email or call Lisa and she will respond to me. She has staff who will send me follow up information periodically, but when I have a concern, Lisa is always available to help.” -- <i>Katherine Lo (4/27/15)</i></p>	
<p>Therapists Willing to Be Contacted About Their Experience With this Service</p>	<p>Rain City Therapy Associates, PLLC Mountlake Terrace, WA raincitytherapy@gmail.com 425-582-5642</p> <p>Chris Chandler Bellevue, WA Chandler.bcc@gmail.com 425-289-9589</p>	<p>Katherine Lo Seattle, WA Katherine.lo@thekidsclinicseattle.com 206-508-3030</p>
<p>Last Updated</p>	<p>Owner update: 8/31/16</p>	

TGH Billing Service, Inc.

Contact Person	Tammy Hornbaker	
Address	48 Mohawk Trail Crawfordville, FL 32327	
Phone	850-926-4200	
E-Mail	tghbillingservice@gmail.com	
Website	www.tghbs.com	
Services Provided	<p>From Owner:</p> <ul style="list-style-type: none"> Respond to client's account inquiries Send accounts to collections Provide regular reports to provider of billed claims Follow up on denied/unpaid claims Do Medicare/MediCal billing Mail claims if plans do not have electronic billing Bill clients as needed and track balances Provide benefit information to clients Call plans to check benefits Submit claims electronically <p>From Reviewer:</p> <ul style="list-style-type: none"> File claims Handle payments from the insurance plan Send invoices/superbills to clients directly, when appropriate Get initial authorizations/certification Help with plan applications/recredentialing 	
Fee Structure	<p>Owner Says: "We have a \$200 set up fee. Then it is 5% of the adjusted rate. (We bill the insurance companies the provider's fee. Once we know the fee schedule – allowed amount – we adjust it and take 5% of that.)"</p> <p>Reviewer Says: "I am charged a small percentage of my total each month."</p>	
The Owner Speaks: "Why Therapists Should Choose Us"	"I deal only with mental health providers, both in California and across the US. I recently started doing billing for Medicaid patients, Occupational and Speech Therapy. I provide personal service, am easy to reach and my priority is getting the providers their money. My goal is to help solo practices grow as they desire."	
Billing Software Familiar/Work With	Clearinghouse, Medisoft	
Reviews From Therapists who Have Used This Service	<p>Review #1: "I chose this biller because of a referral from a friend. That friend highly recommended her. She is easy to work with and always willing to be helpful with any questions. There is nothing not to like about her services. I would recommend her and have recommended her. Again, she is effective, does so much for the fee charged, and is always willing to answer my questions." --Angela Turner (12/2/16)</p> <p>Review #2: "TGH was recommended to me by another psychologist. My favorite aspect of her service is the personal care...They are very available and will always fight for the right treatment from insurance companies. Tammy is ALWAYS there for us. Whatever the need/question, she responds ASAP. I would absolutely recommend TGH Billing Services!" – Sylvia Bicknell (12/3/16)</p> <p>Review #3: "I like her because she seemed easy to work with. One thing I do not like about her is that she bills me before I am paid. I was not initially aware of that. I would recommend her." -- Anonymous (12/4/16)</p>	
Therapists Willing to Be Contacted About Their Experience With this Service	Angela Turner Tallahassee, FL angeladturner@gmail.com	Sylvia Bicknell Fernandina Beach, FL drbicknellpsyd@gmail.com 904-432-7833
Last Updated	Owner update: 10/31/16	

Tiffany's Billing

Contact Person	Tiffany Perez
Address	3268 Cheyenne Drive Merced, CA 95348
Phone	209-205-0188
E-Mail	tiffanysbilling@yahoo.com
Website	No website
Services Provided	<ul style="list-style-type: none"> • Submit claims electronically • Call plans to check benefits • Provide benefit information to clients • Obtain initial authorization for services • Mail claims if plans do not have electronic billing • Do Medicare / MediCal billing • Follow up on denied / unpaid claims • Provide regular reports to provider of billed claims • Assists with provider applications and credentialing • Track authorizations, expirations
Fee Structure	"I charge 7% of what the provider collects from the claims I submit to the insurance companies. I bill at the beginning of the month for the previous month's total collected from insurance companies."
The Owner Speaks: "Why Therapists Should Choose Us"	"My services are all a bundle. You fax or email the information to me regarding your clients and their insurance, I call and get benefits and bill for the services that were rendered. I follow up on claims that are not paid and continue to work hard for all of my clients. I take the time with the insurance plans so you do not have to. I help my providers to make their lives a little easier. My work is my pride. I pride myself on honesty and hard work. I only bill for mental health providers. It is important to me to stay tuned on Mental Health to make it easier for everyone, and to be knowledgeable about everything in this area. I only deal with California mental health providers. I do work with small solo practices."
Billing Software Familiar/Work With	<i>No response from biller.</i>
Reviews From Therapists who Have Used This Service	<i>No therapist reviews received.</i>
Therapists Willing to Be Contacted About Their Experience With this Service	<i>None at this time.</i>
Last Updated	Owner update: 10/26/16

Weiher Balanced

Contact Person	Aimee Weiher
Address	1659 Cassiar Drive San Jose, CA 95130
Phone	408-412-1937
E-Mail / website	aimee@weiherbalanced.com
Website	Weiherbalanced.com
Services Provided	<ul style="list-style-type: none"> • Bill clients as needed and track balances • General bookkeeping: • Accounts Payable • Account Reconciliation (bank and credit cards) • Accounts Receivable • Client Invoicing • Collection of Payments • Preparation of Deposits • Payroll • Financial Organization (physical and electronic) • Follow up on unpaid claims (per therapist review)
Fee Structure	<p>Owner Says: "I base my fees on a weekly, monthly, or quarterly structure, depending on what is needed from the client. Generally speaking, my fee is around \$55 an hour."</p> <p>Reviewer Says: "\$95 per week for insurance billing. \$395 per month for bookkeeping services. \$45 per hour for additional bookkeeping services."</p>
The Owner Speaks: "Why Therapists Should Choose Us"	"I work with small solo practices and am currently accepting new therapists. I only deal with California mental health providers. I have almost 20 years of bookkeeping experience behind me. I am also an MFT Intern and know the private practice, mental health field."
Billing Software Familiar/Work With	<i>No response from biller.</i>
Reviews From Therapists who Have Used This Service	"I chose this bookkeeping service because the bookkeeper is a psychotherapist and understands my specific professional needs. What I like least about her is that she has less experience than others. I would recommend her to other therapists." --Anonymous (12/6/16)
Therapists Willing to Be Contacted About Their Experience With this Service	<i>None at this time.</i>
Last Updated	Owner update: 12/5/16

Kathy Wheatley

Contact Person	Kathy Wheatley
Address	1302 Clove Street El Cajon, CA 92021
Phone	619-987-3764
E-Mail	kathgirls@yahoo.com
Website	No website
Services Provided	<ul style="list-style-type: none"> File claims Check coverage Follow up on unpaid claims Send invoices / superbills to clients directly, when appropriate Routinely send the provider a list of unpaid client balances and dates bills were submitted
Fee Structure	Reviewer Says: "\$110 per month for 10 or fewer patients. This was worked out between us, and may not apply to her other clients."
The Owner Speaks: "Why Therapists Should Choose Us"	<i>No owner comments received.</i>
Billing Software Familiar/Work With	<i>No response from biller.</i>
Reviews From Therapists who Have Used This Service	"I definitely would highly recommend Kathy. I started using her this summer on the recommendation of a colleague I respect. I had been receiving many denials from Anthem Blue Cross since the first of the year. I had managed well enough doing my own billing before January 2014, but it became too time-consuming and frustrating. Kathy has successfully obtained the proper reimbursements for me. She showed persistence and competence pursuing all areas. I enjoy her straightforwardness, clarity and efficiency. I have no complaints." -- <i>Maggie Locke (9/13/14)</i>
Therapists Willing to Be Contacted About Their Experience With this Service	Maggie Locke San Diego, CA maggielocketherapy@gmail.com 619-222-4743
Last Updated	Owner update: 1/18/17