



Questions you should ask...	Other billing companies	National Billing
Is the software included in the price?	?	✓
Do you offer a FREE EMR?	?	✓
Are there customizable EMR options?	?	✓
Do you offer electronic patient billing?	?	✓
Do you handle patients' phone calls?	?	✓
Is there a Toll FREE number for patients to call?	?	✓
Do you take patients' payments and post them?	?	✓
Is your staff courteous and knowledgeable in all aspects of handling billing and calls?	?	✓
Is your office located in the US?	?	✓
Have you been in business for 15+ Years?	?	✓
Is your office multi-lingual?	?	✓
Do you charge a percentage of ONLY what you collect?	?	✓
Do you work on my existing claims/aging?	?	✓
Are you HIPAA compliant?	?	✓
Do you provide a designated account manager?	?	✓
Are all of your billers certified?	?	✓
Do all billers work in an office?	?	✓
Are your billers allowed to work from home?	?	NO
Do you train my staff for free?	?	✓
Do you offer Webinars?	?	✓
Is the billing system user friendly?	?	✓
Is the billing system on a secure server?	?	✓
Can I store patient documents online?	?	✓

Are the documents stored on a secure server?	?	✓
Do you offer an integrated scheduler?	?	✓
Can you get me up and billing in two days?	?	✓
Do you submit my claims within 24 hours of receipt?	?	✓
Does the billing system check for coding errors?	?	✓
Is your staff available to answer any questions I or my staff might have?	?	✓
Does your staff manually check each claim for accuracy before submitting?	?	✓
Does your staff help with coding?	?	✓
Does your staff help with pricing to maximize my reimbursement?	?	✓
Does your staff keep me informed on code changes and make suggestions?	?	✓
Do you work on any denials?	?	✓
Do you appeal claims?	?	✓
Does your staff fight the denials with state statutes defending the claim?	?	✓
Do you post all the payments (patient & insurance)?	?	✓
Does your staff inform me when codes are not paid due to information needed, such as additional notes?	?	✓
Does your staff advise me when there is an underpayment?	?	✓
Does system track contractual payments by insurance?	?	✓
Do I have online access to all billing?	?	✓
Can I run financial reports in realtime?	?	✓
Can I run aging reports in realtime?	?	✓
Is my financial data secure?	?	✓
Is all data backed up regularly?	?	✓
Do I have access to speak with top-level management?	?	✓
Do you view your clients as business partners?	?	✓