

Practice Stats

- Doctors: 2 full-time
- Staff: 7
- Patient Volume: 17-23 per doctor, per day
- Office Locations: 1
- Workstations: 10
- Customer Since: 2013
- www.familyoptometriccare.com

“Insurance companies were taking up to 20 days to pay ... now we get paid within 4 to 5 days with the Fast Pay Billing Service.”

MaximEyes Cloud and Personalized Services Deliver Meaningful Results



Family Optometric Care has been using practice management and EHR software for many years. In 2013, Dr. Bradford Newman, Dr. John Lertora and Practice Manager Lisa Wosko realized technology and industry demands were growing rapidly and their existing EHR system couldn't deliver meaningful results. Once they saw how powerful MaximEyes Cloud was, they knew they had to switch to MaximEyes to run a more efficient and profitable practice. Their decision was based on five key factors:

- An affordable private and secure cloud to host their patient data
- Personalized HIPAA-compliant billing service to speed up the revenue cycle
- Certified EHR with built-in meaningful use criteria and e-prescribing
- Timely and quality training options (on-site at practice, online, phone)
- Equipment integrations, such as the Optomap® Retinal Scanner

Spend a few minutes with Lisa and find out what Family Optometric Care staff and doctors like best about switching to MaximEyes.

Efficient, Profitable, Friendly and Fast Billing Service

Before we started using the Fast Pay billing service, insurance companies were taking up to 20 days to pay many of our insurance claims. Now we get paid within 4 to 5 days.

On a scale of 1-10, I rate our personal billing specialist a 10. Not only does she tailor the billing service to meet our needs, she made the transition from using an in-office biller very simple and stress free. She clearly explains what our staff needs to do to get claims paid. Her ability to understand our office procedures and explain billing services logically is more than I could have asked for. I value her experience, knowledge, technical support, and assurance that First Insight uses HIPAA-compliant privacy and security measures to protect our patient data.

Without a doubt our billing specialist makes the billing service a pleasure to be a part of—I have the highest confidence in First Insight.

Because MaximEyes analyzes unpaid claims and EOBs, it's easy to correct and re-process rejected claims. Once we get the rejection, which can be within 24 to 48

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hours, we can return that claim and recover payment right away. And insurance payments are posted directly into MaximEyes so we have accurate updated accounts.

In addition, since our claims are now clean claims, we spend very little time on the phone with insurance companies asking where and why our claims were not paid. This is a huge value to our practice so we can assign our staff to work in other areas. As practice manager, I now spend more time working on other important issues in the practice and less time worrying about payments from insurance companies.

Focused and Meaningful Training

What impresses us the most about First Insight is how much the company values customer relationships. Whenever I have an issue I can reach out to our implementation manager for answers, or I can schedule a time with a support technician to help resolve any issues we are having. Having the proper resources and timely answers are vital to transitioning to a new EHR system and key to running a productive office.

As part of our initial training, which consisted of hours of phone and online instructions, a trainer came to our office for two days.

Training focused on billing processes, working with VSP claims, and how our scribes can quickly enter patient data into MaximEyes EHR.

Our trainer was exceptionally helpful with showing us how to meet meaningful use requirements when entering encounters within MaximEyes, and making sure that we were performing a full security and risk assessment, which is required for attesting for meaningful use.