client-centric onboarding

MBX's experience makes it a leader in client onboarding in the revenue cycle management industry. In an era of ever-increasing competition and more complex regulation, onboarding your chosen MBX solution sooner rather than later will boost your efficiency, deliver an outstanding customer experience and ensure that you collect more revenue, faster.

The MBX Process – Tailored to You

Each and every step of the tried-and-trusted MBX onboarding process is monitored via the MBX project management portal.

Step 1 – Client Profile

The first step in the onboarding process is to really get to know you and your practice. We develop a relationship that efficiently implements a revenue cycle management service that integrates with your organization, driving maximum business process efficiency with maximum customer care.

Step 2 – MBX Onboarding Project Plan

Our second step is to develop a structured project plan. This includes defining and setting up databases and billing engines, implementing external system feeds and interfaces, financial infrastructure set up and approvals, credentialing and contracting, hardware set up, receivables process review and set up, testing and parallel run, client training, and finally go live.

Step 3 – Onboarding Weekly Meetings

Immediately after the project plan is signed off, the onboarding formally starts. From that point onward a weekly meeting is held using project management standard red, amber or green status signals. Every step of the plan is monitored. Any exceptions are escalated via the MBX project portal to the appropriate MBX manager and the client's counterpart so action can be taken as soon as possible to resolve the issue.

Step 4 – Testing and Parallel Run

This process starts when the onboarding team replicates a live data file. The file is then run though the MBX revenue cycle management platform and outputs are compared to the original data processed in the legacy billing system. The parallel run comprises a number of routines to stress test business process, compliance, data integrity, financial accuracy, data feeds and reporting.

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Step 5 – Communication and Governance

MBX familiarizes you with the processes, reporting and billing functions that they will be performing for your day-to-day operations. At this stage, MBX also ensures that communication and feedback channels are clearly established. The result is seamless integration of process, technology and communication, which creates a transparent service for your practice, giving you the knowledge and control you need over your finances.

Step 6 – Go Live

A formal client review meeting is held to sign off on the successful completion of onboarding and at that point your revenue cycle management solution 'Goes Live'. Your dedicated MBX Client Account Manager (CAM) has been involved behind the scenes from the beginning, and this is the point where the MBX CAM becomes your main point of contact. The CAM's sole proactive role is to ensure your complete satisfaction with MBX's performance and service.

Our Focus – Your Peace of Mind

Throughout the entire onboarding process our focus is your peace of mind. MBX understands that cash flow is the lifeblood of your organization and changing billing providers is always a worry. In the last two decades, the MBX team has successfully onboarded over 300 practices to the MBX Imagine Revenue Cycle Management platform. Our experience, dedication, passion for excellence and continual communication throughout the entire onboarding of your outsourced service will ensure that your cash flow, revenue and reputation will be protected, if not enhanced.