



In today's challenging healthcare market, there is continual downward pressure on reimbursements while costs and claim denials seem to rise at an alarming rate.

Maximizing your collections through efficient and effective revenue cycle management is therefore a key enabler in your practice's ability to deliver healthcare to the standard your providers desire and your patients expect and deserve.

At MBX, we are passionate about results. Our revenue cycle management services will collect the maximum possible reimbursement for you. We see our service as a partnership aimed at striking the ideal balance between maximizing revenue and delivering the utmost in customer care – for your patients and your providers.

It All Starts at the Beginning!

We take the time and invest the energy and resources to get to know you and your organization. We establish a communicative, partner-based relationship at the outset, the result being your MBX revenue cycle management solution is up to speed quickly and efficiently.

Right the First Time - Data Capture

Results have proven MBX to be a market leader when it comes to clean claim rates and capturing, purifying, verifying, and reconciling billing data. Utilizing data interfaces from all your sources, MBX technology performs advanced scrubbing to ensure the quality of billing criteria. Verification of initial data and re-verification of captured data ensures the appropriate amount of money owed is collected as quickly and efficiently as possible.

An Expert Human Touch - Intelligent Coding

MBX utilizes a blended approach to coding that delivers maximum accuracy. Our integrated coding software progresses in an escalated fashion, depending on the complexity of the procedure, to higher levels of coding review and qualified personnel. We provide regular feedback to our clients from our coding experts to ensure compliance and maximize revenue.

A Thorough Approach - Denials Management

MBX's focus through the total revenue cycle management process is 'right the first time'. Our dedicated teams of skilled accounts receivable representatives ensure that any denials encountered are handled in the most expedient way. Our technology provides up-to-date and readily available information via automated ticklers so all denials are recognized, addressed and resolved – sooner rather than later. Our systems identify trends and repeat patterns to then 'learn' these denial instances, ensuring they are not repeated. We have a constantly updated repertoire of standard operating procedures, including an automated appeals process, to ensure maximum billing effectiveness and efficiency is the norm.

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Peak Level Collections - Insurance Reimbursement

Expedited insurance payments keep collections at peak levels. MBX keeps account receivables turning over through aligned banking technologies that eliminate barriers and reduce unnecessary fees.

Maximized Revenue - Payment Capture

MBX constantly monitors insurance reimbursement to confirm that dollar amounts are at the contracted rate and are quick to act should a discrepancy be found. Patient financial responsibility for healthcare costs increase year after year. As a way to help patients meet their obligations, MBX can offer *ImagineHonorCare*™ as a payment option. It is a quick and simple no-interest healthcare payment plan that funds your practice within 15 days and does not have the risks of loan management, additional billing or debt collection.

Keeping it Friendly - Customer Care

MBX leverages user-friendly methods of communication to effectively collect patient balances. Online bill pay, personalized phone calls, balance reminders including e-mail and text messaging, and synchronized USPS mailings can all be utilized to expedite and encourage payment. Our experienced call center team is available to answer patient calls and questions should they arise.

Driving Practice Performance - APEX Business Intelligence

You can only make decisions based on information you have access to; therefore, good business decisions require timely and meaningful business information. MBX's APEX Business Intelligence (BI) delivers the information you need to stay in control of your practice. Apex BI's reports are customizable and operational dashboards are available 24/7 for review. APEX BI gives you the tools to compare your performance against established industry benchmarks, resulting in better decisions about how to manage your organization and more effective planning for the future.



**At MBX, we drive efficiency and increased revenues through
effective, not exclusive, use of technology
human verification and intervention
getting it right the first time—every time**