

# Practice Care Management Group Values Robust Features and Super Client Functionality



## Practice Care Management Group (PCMG)

is a revenue cycle management company, or billing service, with offices in New York, Nevada, and Arizona. The group serves more than 300 healthcare providers with 100 different practices nationwide.

PCMG sought a practice management system that had “super-client” functionality (the ability for certain lists, tables, and reports to be shared across all databases) so they could analyze their business from both individual client-level and a global view. They also needed in-depth, drill-down reporting, as well as a robust accounts receivable component. The ability to interface with any EHR was also critical so PCMG could support their clients and the EHR vendors that they utilize.

PCMG discovered CollaborateMD through their membership in Healthcare Billing Management Association (HBMA), the national nonprofit professional trade association of the revenue cycle management industry. According to Katherine Stasiuk, CEO, PCMG, “We reached out to various HBMA members, shared our needs, and asked their opinions on practice management systems. Our trusted colleagues’ recommendations led us to CollaborateMD back in 2013 and we’ve been happy customers ever since.”

“We chose CollaborateMD over other partners because of the robust features and in-depth functionality that a billing service requires. They met or exceeded the requirements we were looking for and, equally important, CollaborateMD’s pricing and customer service sealed the deal for us.”

– Katherine Stasiuk, CEO, PCMG

Katherine also cites CollaborateMD’s user-friendly implementation as a key to success. Because they were moving from an established billing service they had used for almost 20 years, PCMG did a phased implementation process of CollaborateMD for their databases. Staff were trained so they worked on both platforms until all PCMG clients were fully integrated into the new CollaborateMD system. “We worked alongside our CollaborateMD implementation specialist who provided straight-forward reference guides to follow and a step-by-step workflow that was customized to our needs. The personalization for our specific requirements and their adaptability was such a critical part of making our implementation as efficient and successful as possible,” says Katherine.

Both PCMG staff and customers responded well to the CollaborateMD system. “For staff, CollaborateMD made their daily workflow much more efficient and reduced processing time by 48%. This allows us to automate almost all revenue cycle management tasks,” says Katherine.

Customer response was also positive. “We believe in transparency and our clients have full access to our practice management system,” says Katherine. “We train them in CollaborateMD so they can run their own reports, view ledgers, and analyze their own metrics on a personalized dashboard. Several clients also use the CollaborateMD scheduler component and like that it fulfills their requirements for that functionality as well.”

A shared focus on customer has kept the partnership between PCMG and CollaborateMD going so well.

“Our customers really appreciate the robust accounts receivable component and automation in the claims and payment cycle tasks that make them as efficient as possible,” she says. “CollaborateMD’s dashboard and reporting are critical as well to both us and our clients.”

“We continue to recommend CollaborateMD to colleagues and stress CollaborateMD’s customer service and quick evolution to meeting or exceeding customer needs,” says Katherine. “That’s been a driver of our success and the foundation of the great partnership between our organizations.”

“The billing industry and its requirements are constantly changing. CollaborateMD recognizes that and evolves quickly to serve its community of medical and billing professionals. They listen to their customers and are always so helpful and flexible to address our specific needs”

– Katherine Stasiuk, CEO, PCMG



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