Optimal Billing Solutions
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5 signs your practice has outgrown its billing company

A practical guide for practice owners and administrators who suspect the numbers could be better.

Most practices do not leave a billing company because of one dramatic failure. They leave because of a slow drift: money takes longer to arrive, answers take longer to get, and the explanations stop making sense. These are the five signs we see most often when a practice first comes to us.

1. Your A/R days are creeping up - and nobody can say why

Days in A/R is the pulse of your revenue cycle. Well-run operations keep it in the mid-20s to low-30s depending on specialty and payer mix. If yours is climbing quarter over quarter and the answer you get is a shrug or a payer-blame generalization, the follow-up work is not happening. Ask for the aging: if money past 90 days is growing, that is work nobody is doing.

2. Denials go up, and all you hear is "that's the payers"

Payers do tighten rules. But denial reasons are specific, coded, and trackable - CO-16 means missing information, CO-197 means missing authorization, CO-50 means a medical-necessity argument to be made. A billing partner doing its job can tell you your denial rate, your top three denial reasons, and what changed this quarter to fix each one. "That's the payers" is not an answer; it is an absence of one.

3. You cannot get reports you actually understand

You should not need an analyst to learn how your own money is doing. If your reports are late, inconsistent, or impossible to read - or if you have stopped asking because the answers never change anything - that is a service failure. Clean monthly numbers (charges, collections, adjustments, denial mix, A/R aging) are the minimum, not a premium feature.

4. You are doing their follow-up for them

The tell: your staff re-sent a claim, chased an authorization, or called about an unpaid account that should have been worked by the billing company weeks ago. Every hour your team spends on billing-company cleanup is an hour you pay twice - once in fees, once in payroll.

5. The people on your account keep changing

High vendor turnover - especially rotating offshore queues - means nobody on their side knows your payers, your contracts, or your history. You end up re-explaining your own practice to a new face every few months, and the continuity that makes billing good never forms.

What to do about it

If two or more of these sound familiar, get an independent read on your numbers before renewal season: pull your aging, your denial mix, and your net collection rate, and compare them to where they were a year ago. Then have a direct conversation with your vendor - or with us.

One more option worth knowing: outsourcing is not the only alternative to a bad vendor. Our model is co-sourcing - US-based, certified billing professionals who work inside your own systems, on-site or remote, without payroll, benefits, and HR overhead on your books, and without your patient data leaving your environment. You keep control; we carry the work. See optimalbillingsolutions.com or call us to talk through your numbers.

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