

SERVICES AVAILABLE

OPTION 1: APPLICATION SERVICE PROVIDER (ASP) OPTION

The Alliance Billing Service provides physicians and their practices with real time support through the Application Service Provider (ASP) Option. This level of service delivers and supports a web-based practice management system with integrated features designed to streamline office workflow. With this easy to use system, staff can simplify daily activities and manage the office from anywhere that they can access the internet. The benefits of an ASP service is that the physician does not have to spend thousands of dollars obtaining necessary equipment and services, there are no expensive servers, no need to back up data from the providers office and no costs for upgrading programs.

Option 1 Service Items:

- Installation of EHS Billing Software and Individualized Training
- Individualized Database Setup
- Use of the Electronic Scheduler
- Insurance Eligibility Verification
- Electronic Submission of Provider Prepared Claims

- Technical Support with Shadowing Capabilities: *Allowing office and Alliance staff the opportunity to communicate with each other when the client encounters a problem.*
- Help Desk: *Staffed by an experienced user of the system located in Michigan.*
- Access to Listserves and Training
- Assistance in Designing the Provider Encounter Form
- Free Upgrades

OPTION 2: APPLICATION SERVICE PROVIDER (ASP) PLUS OPTION

The Alliance Billing Service recognizes one of the most difficult and time consuming part of billing is the posting of payments, follow up on denied claims and the appeals process. This is our specialty and this option has been designed for those providers who want to maximize their revenues through the follow up of denied claims. The **Option 2** customer will enter the patient demographics and have access to the electronic scheduler. All other services are performed by the Alliance staff for the customer. The standard monthly reports serves as a tool for Alliance staff to offer suggestions based on analysis of the customers billing activity. Additional Medical Billing consultation services may be purchased.

Option 2 Service Items:

- Installation of EHS Billing Software
- Individualized Database Setup
- Enrollment in EDI & EFT Programs
- Lock Box Setup
- Electronic Submission of Claim Prepared from the Provider Encounter Form
- Paper Submission of Claims (When Required by the Payor)

- Follow-Up of Denied Claims
- Electronic Payment & Rejection Posting
- Manual Payment & Rejection Posting (When Electronic not Available)
- Help Desk: *Staffed by an experienced user of the system located in Michigan.*
- Access to Listserves and Training
- Assistance in Designing the Provider Encounter Form
- Free Upgrades
- Technical Assistance

OPTION 3: FULL SERVICE OPTION

The Alliance Billing Service recognizes that for some physicians, it is simpler to contract for billing services and with this in mind, the Alliance has created a service to address that need. **Option 3** customers may choose to have Alliance staff receive all paper documentation for creating a claim and submitting it to the appropriate Payor. The Alliance staff becomes the customer's medical biller. The fees reflect the cost a customer would incur with a medical biller on staff. The Option 3 customer may convert to Option 1 or Option 2 services at any time.

Option 3 Service Items:

- Install EHS Billing Software
- Database Setup
- Enrollment in EDI & EFT Programs
- Lock Box Setup
- Electronic Submission of Claim Prepared from the Provider Encounter Form

- Paper Submission of Claims (When Required by the Payor)
- Follow-Up of Denied Claims
- Electronic Payment & Rejection Posting
- Manual Payment & Rejection Posting (When Electronic not Available)
- EHS Software Access and Report Generation & Filing

TECHNICAL ASSISTANCE

Technical Assistance is offered by the Alliance Billing Service. These **optional** services are available for purchase.

Technical Assistance Items:

- EHS Software Access and Report Generation & Filing
- Enrollment in EDI & EFT Programs
- Lock Box Setup
- Paper Submission of Claims (When Required by the Payor)
- Follow-Up of Denied Claims
- Electronic Payment & Rejection Posting

- Manual Payment & Rejection Posting (When Electronic not Available)
- Electronic Medical Records
- Medcin
- Patient Statements
- Customized Report Creation
- Medical Billing Consultation