

**SNB Digital Lockbox services enable a medical billing company to process work for clients more efficiently, reducing the elapsed time by 50 percent.**



**SNB CASE STUDY:  
MEDICAL BILLING**

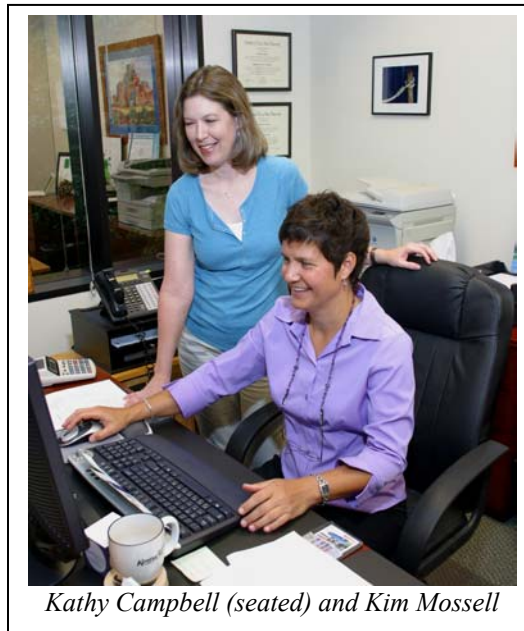
*AMPM Inc. is a medical billing company that can process work for its clients more efficiently when those clients use a lockbox. The company now encourages its clients to use a lockbox and has identified SNB Digital Lockbox services as the premier solution because of service quality and accuracy.*

**A**MPM Inc. is a medical billing and practice management company headquartered in Austin, Texas. The company was founded in 1997 and has doubled in size each of the last two years. Initially, AMPM served local clients, but today it has clients nationwide.

The company provides an array of services to its clients from managing the billing and claims, handling deposits, posting and reconciling accounts. AMPM can manage all the financial aspects of a medical office. “Most of our clients used to receive checks at their offices,” says Kathy Campbell, President and CEO of AMPM. This required someone to open the mail, separate the checks from the EOBs and then bundle them together for us to pick up, or they might mail or fax them to us. That is the slow, old way of doing it.”

Campbell was aware of bank lockbox services as a way to help manage cash, but did not have a client that used one until about two years ago. Today, almost half of Campbell’s clients use a lockbox service. In fact, Campbell now actively encourages her clients to use these services because of the mutual advantages for the client and the billing company.

“With a lockbox, the money goes straight to a bank. This alleviates the issue of the client not having time to open the mail with checks or possibly losing checks,” says Campbell. “A lockbox gets the checks into our hands faster than the client typically can.”



*Kathy Campbell (seated) and Kim Mossell*

Kim Mossell, Account Manager at AMPM, says that lockbox services save time. “When we have to do an appeal, we have access to the document images through the lockbox service. We don’t have to go looking for a particular piece of paper. We can search for it online by date, insurance company or even patient’s name. This saves us time.”

Campbell now encourages every client to use a lockbox because of the way it streamlines the revenue cycle. Mossell adds: “When our clients use an SNB Digital Lockbox, we’re going to see their EOBs and payments the day after they arrive in the mail. When a doctor’s office staff processes the mail themselves instead of using a lockbox, it may take a week, two weeks, even a month or more for us to get that information. With a lockbox, we can get faster results, so if there is a problem, like a denial from an insurance company, we can resolve it faster.”

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SNB Digital Lockbox services are benefiting Campbell and her physician clients. “One of the biggest problems with physicians is that managed care controls so much of their potential for income. They need to see more patients in a day to make the kind of income they’re used to making. A big part of making that happen is expediting the reimbursement process for them. The use of a lockbox significantly lowers the processing time it takes to get paid.” Campbell estimates that the elapsed time for her team to process work for clients with a lockbox is reduced by 50 percent compared to clients that don’t use a lockbox.

According to Campbell, there are other advantages for physicians that use a lockbox: “With insurance companies, it really complicates things when a physician decides to move to a different location. They have to go through a process of notifying all of the insurance companies of their new address and literally the flow of money shuts down during that time. It can be a very painful situation for many doctors. So if a doctor has a lockbox, there is a constant, static P.O. Box that never has to change so the money flow doesn’t get disturbed. This is a big advantage.”

A lockbox also provides a level of security and control that not all practices currently have in place. “Their money goes directly to the bank cutting out so many hands that typically touch it in an office,” said Campbell. “The most secure thing you can do with your money is to send it to a lockbox.”

The exposure Campbell has had to the various lockbox solutions in use by her clients has taught her that they vary widely in the features they offer and the accuracy of

the processing. “There’s really no comparison between other banks’ lockbox offerings and the service SNB offers,” states Campbell. “SNB has by far the most efficient system we have experienced; it is just head and shoulders above the rest.”

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As one who works with clients, Mossell values the quality of service she receives from SNB. “We’ve only experienced two errors, and when we alerted SNB to the errors, they had them resolved within 30 minutes. With the other lockbox services, it is like pulling teeth to get someone to call you back – they’re simply not as user-friendly. Some of the other services are very tedious to work with. While it’s nice that these services provide scanned images, if they’re not easily accessible and easily manipulated for the purposes of sending secondaries or appeals, then they’re slowing the process down.”

Campbell predicts that billing companies will increasingly encourage their clients to use lockbox services. “As billing companies work with larger clients and extend their service nationally, they’ll push their clients to use a lockbox. It’s definitely the way to go.”

Lockbox services are having a positive impact on AMPM. “They save time and improve security,” concludes Campbell. “Not only is the money getting posted faster for the physicians, the information gets to us quicker, improving our turnaround time.”