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Trilogy Women’s Health

OB/GYN Practice

Grapevine, TX

OB/GYN Practice Hits Paydirt with WRS Billing Services

Would you like to hear how an OB/GYN doctor who sees 100 to 200 patients a week gets paid for her services only two weeks after a claim is sent? It goes like this: When Dr. Rebecca Robert left a practice and opened Trilogy Women’s Health in Grapevine, TX in February 2012, she tapped Waiting Room Solutions Billing Services. Not only does she get paid fast; her practice’s revenue is on the uptick.

Pointing out that Dr. Robert has been practicing for 15 years, Gail Wyatt, Office Manager, said, “Dr. Robert is a solo practitioner who works with a Nurse Practitioner. At the end of the day, it’s all about our billing. Our billing is being done properly and quickly. On top of that, we get a bonus because we have WRS Billing Services Manager Jazmine and the WRS Billing Team. They are professional, they answer every question I have and they get back to me quickly. I appreciate that very much .”

Billing Bonanza

According to Wyatt, one of the greatest challenges of leaving an established practice to open a new practice is having more bills that need to get paid. “You have to get paid so that you can keep your lifeline. Having gone on our own, we have more bills to pay. We are able to pay these bills. We would not be able to do that if we did not have a good billing system in place. I feel very confident in WRS. We’ve been very pleased that the claims are getting paid. It’s because Jazmine and the WRS Billing Team help micro manage it for us and make sure that our claims are getting paid in a timely manner. If the claims are not getting paid WRS calls the insurance company to find out what the problem is so we can resubmit the claim or do whatever needs to be done to get the claims get paid in a timely manner.”

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Global Billing Made Easy

Pointing out that billing for OB patients differs greatly from other medical specialties, Wyatt explained, “When we have a pregnant patient, we’ll see a patient for their global maternal period and that includes all their prenatal visits, labor and delivery and postpartum visits. The bill is not submitted until the patient delivers the baby. We do a lot of work upfront without getting paid so when that claim goes out it’s so important that it goes out correctly. Once the baby is delivered, the doctor inputs the services and WRS sends the claim. It’s important that the claim is clean, it’s ready to go and it’s not going to be rejected because at that point, we’ve put in nine months of work. The WRS Billing Team does have a great deal of knowledge about the OB/GYN field. If the doctor doesn’t put something in the claim correctly, WRS cleans that up for us and sends it off so that it’s not rejected.”

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No Lag Time

Delayed payments from insurance companies can have a disastrous impact on an OB/GYN practice’s bottom line. “Our claims are getting paid very quickly. WRS completes clean claims for us. They send the claims out and we are typically paid in two weeks. That’s phenomenal. If it was more than a month that would be a problem for us and it’s not. We have not had any issues with lag time. I really keep an eye on the claims, especially our big ticket items like OB and Surgeries. Those claims get paid right away. We very rarely have any problems. We don’t see very many claims rejected. Our (claims) rejection rate is around 2%, which is below the industry average. When we have a rejection it is typically because a patient’s insurance has been discontinued and they didn’t tell us that or the patient was seen in the ER. Sometimes when Dr. Robert sees patients in the ER, it can be a little tricky at first. The WRS Team jumps in and they call the insurance companies to help us get paid for these services,” said Wyatt.

Labor of Love

Time is money. Waiting for answers to questions about billing can cause a medical practice’s staff to waste precious time. “Having the support and knowing that WRS is there is so valuable to me. If

I have a question about an account or a claim, I send an e-mail to WRS. They get back to me pretty quickly. I always get my answers resolved. That's what helps me sleep at night. WRS allows me to do the duties I need to do here, without worrying about billing. Knowing that I have somebody to do this for us is so valuable. I would not trade WRS. I would not want all of the responsibility."

A Great Teacher

Learning a new system can be frustrating and intimidating, especially if you join a practice after the system has been implemented. "I came on board after the system was implemented. I watched all of the online webinars. There are some things that I don't understand. I'll call WRS and they will walk me through it and answer all of my questions. WRS helps me be more efficient. They are always professional and never treat me like 'you don't know this, we've gone over this,'" said Wyatt

Quality Time

Noting that Dr. Robert and her N.P. spend a lot of time with OB and GYN patients, Wyatt said, "OB/GYN is different from any other medical field. You have to spend a lot of time with each patient. Obviously, with an OB patient we are going to spend nine to ten months with the patient. There is so much time that goes into each visit. When we see our GYN patients when they have a problem we can't get them in and out of here in 10 minutes. We see two to three patients an hour. Because we spend more time with these patients, it's so important that our billing is accurate and complete. WRS does a great job making sure our billing is done right the first time."

Top Of The Line Service

These days, good service is hard to come by. Great service is even more of a stretch. "With WRS I get great service. We keep in contact via phone and e-mail. If they have a concern about a claim they send me an e-mail and we address it. It's really a good team. I sleep better because we have WRS. Knowing WRS is there is such a relief. I couldn't do this on my own. Knowing people are there to answer our questions and take care of billing for us, is worth every penny. Our relationship with the WRS representative is very, very good," Wyatt said.

Make My Day

At the end of the day, a billing company's prowess can be judged by looking at a practice's revenue. "We definitely have seen an increase in revenue since WRS took the reins. The WRS Billing Team helps manage all of our claims and they keep an eye on everything for us," said Wyatt. So, now that Trilogy Women's Services is seeing green, it appears safe to say the practice can stay focused on what it does best: serving its growing patient roster. "We've had such a success rate because of the effort the WRS Billing Team puts in for us. I've spoken to Dr. Robert many

times about our billing, where we are at and where we hope to be in the future. She is very positive and she does not want to stop using WRS because it's been so successful and that's largely because WRS has shown that they are trustworthy with our billing. You have to get paid for what you do. It's a big burden to be the company that helps keep us alive. That's what the WRS Billing Team does for us. If we did this on our own and we mess up, we won't be able to pay our employees. That would be a bad day for everyone. We have seen an increase in our revenue and we've seen an increase in our patient load," concluded Wyatt.