



# Keeping a Medical Billing Startup Alive—and Thriving

Medrina Technology Management can fulfill its mission of supporting healthcare providers thanks to Office Ally's cost-effective solutions and responsive, knowledgeable support team.



## Medrina Technology Management

- Founded in 2014 by Howard Weinstein
- Based in Los Angeles, CA
- Provides administrative and support services including medical transcription, provider bill adjudication, billing, collections, Workers Comp claims, WCAB legal representation

**M**edrina Technology Management's (MTM) mission is to simplify medical billing so healthcare providers can concentrate on delivering exceptional patient care. The services they provide for their clients are critical because they transform the complex claims cycle into a seamless process. But "had Office Ally not been around, I might not have even continued in this business," said Weinstein, "and I'm not even being overly dramatic."

## The High Costs of Starting Up

Weinstein started MTM in 2014 as a billing and management services company supporting healthcare providers, particularly in the workers' compensation space. While MTM successfully attracted clients, operating costs made it challenging to get the business off the ground.

"I was using a claims platform that cost several hundred dollars a month," says Weinstein. The high costs were eating up the funds he needed to invest in his new business. "I was desperate—things weren't going well. I was getting lots of denials."

## An Affordable Solution

When Weinstein learned about Service Center, Office Ally's all-payer Clearinghouse portal, he was amazed at how cost-effective it was in comparison. "The pricing structure gave us a huge advantage," he says. "It was perfect for a start-up operation. Office Ally was a key element in us getting a foothold in the market." Weinstein credits Service Center not just for helping MTM get off the ground but for its continued success.

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"If I hadn't been able to find a cost-efficient solution like Service Center, I might have closed up and done something else," he explains. "Multiply the savings it's given us over the years, and it's saved us thousands and thousands of dollars and enabled us to flourish. The simple fact is that Office Ally's existence has enabled my company to grow from its inception in 2014 to the present."

## The Right Tools

Weinstein and his team rely on key features in Service Center. Electronic billing, for example, is one of Weinstein's favorite tools, which saves hundreds of dollars in postage each month for the claims he can send electronically.

"Service Center is great," Weinstein says. "It enables me to bill and send many claims electronically. They go out so fast and we get paid quicker."

For other features, Weinstein likes the time-saving automation. "Reporting and payment posting is very, very helpful. Also, everything populates the right form once you put the visit in the system, which is very time-saving and helpful. If we need to go back and change something in the form, it's easy to change it."

Weinstein appreciates how Office Ally is responsive to feedback. "The ease of use is continually being refined. That increases my confidence in recommending Office Ally. For the price I pay, it's a great value. No other service can beat it."

## An Invaluable Support Partner

An essential part of the Service Center experience for Weinstein is knowing he can always get the business results he needs. This includes being able to quickly onboard and train new team members so they can quickly be productive.

"It doesn't take very long for people to learn it," he explains. "The instruction that Office Ally has for Service Center is very easy to follow. They provide helpful tutorials and will teach you if you don't know what to do so you can pick up the tools very quickly. It's just easy for my team to understand the system. It's simple, it's self-explanatory."

And when he and his team do need extra help, Weinstein is thankful they can rely on Office Ally support.

"I've had such a great experience with Office Ally support; I call and they come up with solutions," he says. "The technical group is a pretty robust unit. They've been consistently helpful to us over the years. The important thing is that I can pick up the phone and there's someone to help me through it. They are really helpful and patient."

## "It's Not Too Good to Be True"

For all these reasons and more, Weinstein notes, "There's still no better deal around than Office Ally. You've got a product that can do the same job as other software that is way more expensive."

He regularly recommends Office Ally solutions to other companies, particularly small to medium organizations that need to consider the cost of billing. "Just do it without hesitation. You won't be sorry. It's not too good to be true. Office Ally is going to get you a long way."

## Begin Today

Service Center by Office Ally gives healthcare providers and organizations everything they need to manage their revenue cycle. It's trusted by more than 80,000 customers, processing more than 950+ million transactions annually submitted in standard ANSI, data entry, and pipe-delimited formats.

With a user-friendly interface, Service Center helps streamline administrative tasks and create more efficient workflows to help clinicians and organizations:

- Check and verify patient's eligibility and benefits
- Submit, correct, and check the status of their claims online
- Receive remittance advice

Additionally, there's no cost to sign up,\* so start submitting claims with Service Center today.

\*Transactional fees may apply. See Data Sheet for details.

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