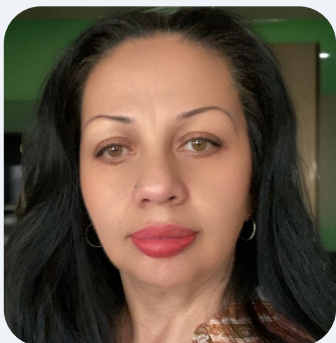




Delivering Payments and Peace of Mind

Erica Merlos is on a mission to make the lives of multiple clinicians easier with efficient claims and billing. Service Center by Office Ally saves time and helps her deliver reliable payments and peace of mind.



Erica Merlos

- Director of Operations at Hemisphere, a behavioral health clinic specializing in the connections of mind, body, and spirit
www.Hemi.health
- Co-owner/co-founder of Hemisphere Billing and Credentialing Services
www.HBCbilling.com
- Based in San Diego, California

Erica Merlos has been involved in billing and management for behavioral health for over 25 years, and she uses her wealth of experience to keep operations flowing smoothly in her current role. Fifteen years ago, Merlos was introduced to Service Center, Office Ally's all-payer clearinghouse. Her experience with it was so positive that she continued to use Service Center when she moved to a new role at Hemisphere behavioral health clinic.

As Service Center helped Merlos power the successful billing process at Hemisphere, she started another business as a billing and credentialing consultant and used Service Center to help her other clinicians be successful too. Because of its affordability and value for cost, ease of use and reliability, Service Center was the right solution for everyone.

Immediate Cost Savings

When Merlos started as director of operations for Hemisphere, she used the Service Center to resolve backlog of unresolved claims. Merlos used Service Center to successfully appeal the claims and recover lost revenue. "It increased our revenue," she says. Service Center immediately started increasing productivity. Merlos notes, "The work itself decreased because the system does it all for us." With Service Center, Merlos was able to deal with the backlog while staying on top of current tasks—all without having to increase staff.

A Simple, Easy-to-Use System

Another thing that Merlos appreciates about Service Center is how easy it is to use. From the beginning it was "simple to learn, to navigate and to find the

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information that I need,” she says. When she has trained new staff, they are up to speed within an hour or two. “Everything is super easy to find. The information is literally in front of you.”

Service Center lets her know where payments are. “Sometimes we have something posted and deposited but I can’t find the EOB. Service Center helps me pull up those claims, so we have proof that they were sent. Their tools are helpful for billing.”

She continues, “Once it’s connected within your EHR, it really does everything itself. I also recommend Service Center to all our billing clients. A lot of them are not familiar with the back end of the billing process. Once I set up Service Center for them, they’re just happy with it.”

Reliable Processing and Payments

Perhaps most of all, Merlos enjoys the reliability of Service Center. “I want our billing clients to have a great experience,” she says. “I’m here to make their life easier by helping them know that their claims are being processed the way they’re supposed to. Service Center lets me give that gift to clients—to not have to worry about it.”

Billing clients and clinicians alike are satisfied with the system. She says, “Clinicians are super happy because they can see their payments when they’re posted instead of having to wait on me.”

Merlos uses various features of Service Center to make sure those payments are reliably coming in for both the Hemisphere clinic and her other billing clients. “We have enrolled in a lot of ERAs, and I manage and review those monthly. In my experience, Office Ally is never off. We get flagged immediately if there’s ever an issue. That’s definitely helpful to make sure we get paid in a timely manner.”

This confidence in Service Center is why Merlos recommends it to all her billing clients. “Service Center integrates with multiple EHRs and it is easy to connect and submit all claims to their payers. I tell our billing clients that

I can guarantee there won’t be issues if it’s set up correctly. It’s going to be a great value for their practice.”

A Loyal User

Being able to rely on Service Center continues to be a relief for Merlos. “It’s giving me peace of mind knowing that our claims are being submitted when they need to be and that we’re going to get paid and everything’s going to be posted accurately.”

Merlos can’t imagine using another clearinghouse. “I’m very pleased. Service Center makes my life easier at Hemisphere and as a biller. It’s a plus for me, and it’s a plus for my clients.”

Get Started Today

Service Center helps more than 80,000 healthcare organizations of all sizes keep their claims moving and offers:

- Real-time patient eligibility verification
- Online claim submission, correction and claim status checking
- Electronic Remittance advice (ERA)

Let Service Center help you manage your claims and maintain timely cash flows in a cost-effective way. There is no cost to sign up* and it’s quick to learn, so you can start submitting claims today.

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

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