



From Crisis to Confidence

Small Practice Overcomes Disruption with a Better Solution, Office Ally®



Practice Name: Arnold S. Bacarro, M.D., P.A.

Location: Mays Landing, New Jersey

Specialty: Primary Care

Staff Size: 5

Office Ally Products:
Practice Mate®

In early 2024, a cybersecurity attack on Change Healthcare sent shockwaves through the healthcare industry. For Edelyn Eribal, Office Manager and Billing Specialist at a small primary care office in Mays Landing, New Jersey, it brought daily operations to a standstill. It wasn't until she found Office Ally that she was able to get her claims moving again.

"We couldn't submit claims for over a month," she recalled. "Even a week of missed billing affects our revenue. Our income stopped, and I started to panic."

The office, led by Dr. Arnold Bacarro, consists of just five staff members serving a loyal patient base in southern New Jersey. With no immediate end to the outage in sight, Eribal reached out to her EMR provider in search of a new billing and claims solution. They suggested five potential vendors — Office Ally was one of them.

“ Office Ally helped us bounce back and move forward with confidence.

— Edelyn Eribal, Office Manager & Billing Specialists

An Unbelievably Easy Solution

What caught Eribal's attention was how easy it was to get started with Office Ally.

"I remember thinking, 'Is this real?' because the signup process was that simple," she said. "I even went back to my EMR vendor to confirm that Office Ally was legitimate."

Within a matter of days, Eribal had transitioned the practice's billing operations into Practice Mate, Office Ally's practice management software, and began

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submitting claims through the Office Ally clearinghouse. The shift not only rescued the practice from financial disruption — it revealed a better way forward.

Cost Savings Without Compromise

Simplified Workflow: Replaced two systems with one user-friendly platform

“We used to pay separately for both practice management and Change Healthcare,” Eribal explained. “Now we have everything we need in one platform, and it’s significantly more affordable.”

That affordability made the transition even more worthwhile. In Eribal’s words, “We didn’t just save money. We gained peace of mind.”

A Simple, Smart Transition

Despite her initial hesitation, Eribal found the transition easier than expected. She entered patients gradually as they returned for visits and it worked.

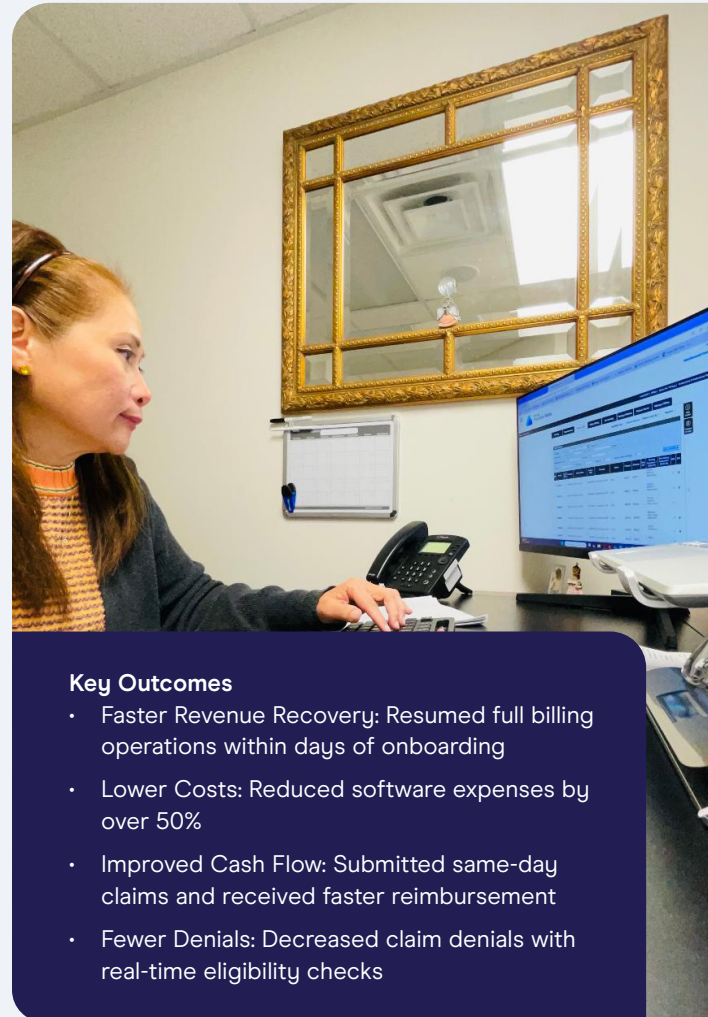
“I didn’t feel overwhelmed. I just added patients as I went,” she said. “And now, I barely ever look back at our old system.”

Practice Mate’s intuitive layout and user-friendly design meant that Eribal rarely needed technical support after her two-week onboarding. “It’s that simple,” she said.

Better Billing, Happier Patients

Eribal has also seen the impact on patient satisfaction.

“We used to get calls from patients asking why their claims hadn’t been processed,” she said. “That doesn’t happen anymore. Everything moves faster now.”



Key Outcomes

- **Faster Revenue Recovery:** Resumed full billing operations within days of onboarding
- **Lower Costs:** Reduced software expenses by over 50%
- **Improved Cash Flow:** Submitted same-day claims and received faster reimbursement
- **Fewer Denials:** Decreased claim denials with real-time eligibility checks

Looking Ahead

The experience left Eribal feeling more confident, not just in her software, but in the future of the practice. She’s even exploring moving their clinical documentation to Office Ally’s certified EHR solution.

“If Office Ally is certified, we’ll be 100% Office Ally,” she said. “I’d love to keep everything under one roof.”

When asked what she would tell other practices considering a switch, Eribal doesn’t hesitate:

“I wouldn’t even say ‘try it.’ I’d say, ‘Go for it.’ It’s everything you need — and more.”

A Reliable Ally in Times of Crisis and Beyond

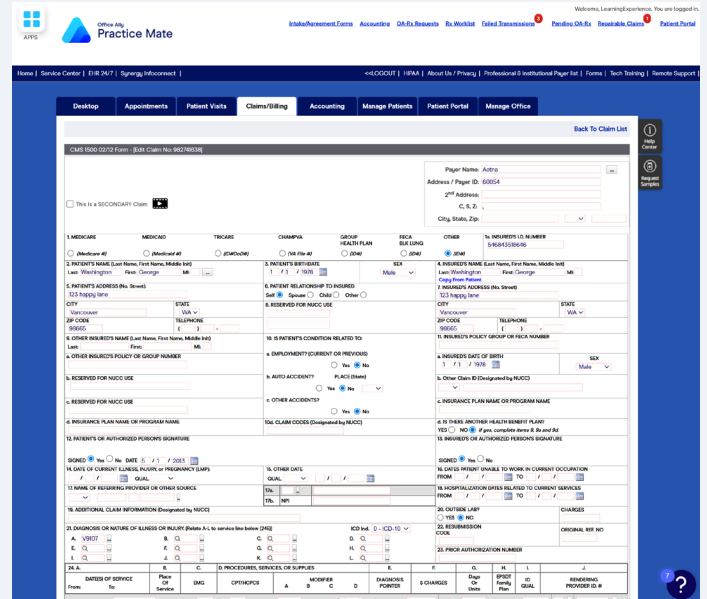
Edelyn Eribal's experience shows how the right solution can turn a challenge into an opportunity for long-term improvement.

Today, the practice runs more efficiently than ever, with a stronger foundation for future growth. Whether you're navigating disruption or proactively improving your workflow, Office Ally provides the tools and support to keep your practice moving forward.

- **Service Center: Your Claim Copilot™** — a web-based clearinghouse portal to check real-time eligibility and submit claims to any payer, improving cash flow.
- **EHR 24/7®**: Customize workflows, boost productivity, manage patient charts, order labs, and e-prescribe — all in one intuitive system.
- **Practice Mate®**: A web-based practice management system to schedule patients, verify insurance, manage accounts, and easily store documents.

Ready to simplify your operations and strengthen your bottom line?

Find out how Office Ally can help your practice thrive — no matter the challenge.



The screenshot displays the 'Practice Mate' software interface. At the top, there's a navigation bar with tabs like 'Desktop', 'Appointments', 'Patient Visits', 'Claims/Billing', 'Accounting', 'Manage Patients', 'Patient Portal', and 'Manage Office'. Below this, a 'Back to Claim List' button is visible. The main form is titled 'CHS 1000 (01/12) Form - Stat Claim No. 9871001016'. It contains various fields for patient information, including name, address, date of birth, and insurance details. The form is organized into sections with checkboxes and dropdown menus for selecting different types of insurance (e.g., Medicare, Medicaid, Tricare, Commercial, Group Health Plan, etc.). There are also fields for patient signatures and dates.

“Perhaps one of the biggest surprises was the cost. By consolidating systems and switching to Office Ally, the practice slashed its monthly technology expenses in half.

— Edelyn Eribal, Office Manager & Billing Specialists

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