

Medical Reimbursement Associates

545 Southlake Boulevard
Richmond, VA 23236

- Medical Reimbursement Associates functions as a back-room billing operation for our clients who are looking to outsource all aspects of their accounts receivable management.
- MRA assumes responsibility for creating, updating and retaining patient accounts. We handle all data entry functions, including patient registration, charge entry, and the posting of payments and contractual write-off's.
- MRA files primary and secondary insurance claims electronically whenever possible. When necessary, CMS 1500's are submitted, along with supporting documentation.
- We receive electronic remittances from Medicare, Medicaid, and Anthem, and payments are electronically deposited into our clients' bank accounts. We also follow up with insurers who do not pay within the allowed timeframe, and respond to their requests for additional information.
- MRA provides a lock-box service. We receive and deposit payments directly into our clients' checking or money market accounts. Deposit receipts are then faxed to our clients as notification.
- But MRA does more than just collect insurance payments. Once we have collected all the money an insurer is responsible for, we then follow up with statements and, when necessary, dunning letters to patients.
- MRA is not a collection agency, but we do "soft collections". We personally contact patients who are slow to pay, or who need to set up a budget plan. Patient inquiries are received in MRA's offices by mail and telephone (by a "live" person – no voice-mail), and promptly and courteously handled by an Account Manager assigned specifically to your practice. Your MRA manager is backed by additional personnel, including data entry operators, receipts clerks, computer operators, and collections officers.
- Our fee is a contingency fee, based on a percentage of collections (not charges), net of refunds, returned checks, and insurance retractions. The fee is a global one, and covers all expenses associated with the billing and collecting of your accounts receivable. This includes patient registration forms, charge tickets, electronic billing charges, patient statements, computer maintenance and software upgrades, courier service, and postage. There are no hidden or add-on charges. We simply invoice our clients after the month has been reconciled and closed out.
- Enclosed is a sample contract for your review. If you have any questions, or would like to visit our offices at 545 Southlake Boulevard, Richmond 23236, please call 378-5010. We look forward to the opportunity to serve your practice.