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The Impact of Hospital Billing Processes on Patients Longer Term Satisfaction by
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The sway that business offices can have on reference patterns amongst consumers is a tactical opportunity as the insurance market moves to high deductible plans and hospitals take in new physicians into their business. According to a survey conducted by Connance in 2011 Americans who received hospital services in the past 2 years, merely 21% of patients engaged with the business office after discharge are completely contented with hospital billing, and those less happy are less liable to recommend the hospital to their friends and acquaintances.

Moreover the survey also suggests that among the insured respondents, 31% had high deductible plans. Overall contentment with the hospital billing procedures is low with just twenty one percent awarding billing processes a score of 5 (on a 1 to 5 scale) and sixty five percent giving a 3 or less. Customers with balances due of fewer than \$100 are likely to be less unhappy, with thirty six percent giving business office procedures a top score of 5 and forty six percent a 3 or less. Those with balances over \$100, just fifteen percent scored the business office process a 5 whereas seventy two percent rated it a 3 or less.

General contentment at discharge is high compared to satisfaction in later months. When asked to rate their satisfactions with the general hospital experience at the time of discharge, 32% are completely contented. When requested to rate their general approval with the hospital experience post-discharge and subsequent to business office processes, as mentioned earlier merely 21% percent are completely contented. The billing process has a definite impact on patient satisfaction and optimizing the process would not only increase the satisfaction of consumers but also positively affect the revenue.

A simple way of maintaining the quality of the billing process without high costs is outsourcing the process to professionals who have experience in this area. This would ensure that wastage due to a high insurance denial rate does not happen and hospitals and clinics are paid the right amount at the right time. Medical billers and coders at medicalbillersandcoders.com play a crucial role in optimizing the revenue cycle management of hospitals and providers and thus contribute to a better patient experience and satisfaction.

About Medical Billers and Coders

Medical Billers and Coders is the largest consortium of Medical Billers and Coders in the United States. Our aim is to help the physician community to reach the right expertise in the right location at the right time.

Physicians usually prefer the technology and expertise of a large billing company and the customization and attention of a local Biller. Medical Billers and Coders brings out the best in both the options and caters to the exact need of the physicians' billing requirement.

From Anchorage in Alaska to Honolulu in Hawaii and from Port Orford, Oregon in the west to Boston, Massachusetts in the east our network is spread across the nation. Healthcare is well spread out and so is our representation. Our Billers will service your office within a radius of 30 miles and be discussing your billing process updates weekly. You can benefit from our consortium by:

Looking up Billers who have been servicing your specialty for years

What connects such a big network is our technology, our web based software through which we can use the best biller for the specific specialty, though doctors comfortable with their technology can continue to do so, or switch to ours and also receive federal stimulus for it.

The benefit of centrally done operations and economies of scale is also passed to physicians/ you in terms of effective pricing.

The expertise of specialty wise billers is directed towards billing claims appropriately and getting maximum revenue for the practice.

Our billers are always updated with the latest in specialty billing regulations, state billing regulations and government regulations. They are always motivated to keep their certifications updated and know more about the industry.

For More Information Regarding hospital medical billing Or Even hospital billing procedures.

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