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We have been with RealMed for about four years – this is actually our anniversary week and we could not live without it. Our AR was up to about 40 days prior to getting RealMed. We are now down to about 25 – 28 days on a monthly basis. We could not do without it. We have had regular updates and have really had a good experience with RealMed. Any suggestions that we make they typically take into consideration. Often during the year we'll see our suggestions as an update to be implemented. So they have really helped out and listened to what we need.

One of our payers is CareFirst in Maryland and they have put in a system so that we can easily appeal our claims through RealMed. We know pretty quickly what's going to be rejected or denied. We can easily email the notes they're requesting to Blue Cross & Blue Shield so they are easily appealed and processed correctly.

Another thing that we really love about RealMed is that we are able to send all of our claims through them electronically. We use all of the payers and we use RealMed for patient statements. We are in the process of setting up payment online so the patients can go online and pay their statements through RealMed.

We use RealMed as an all-inclusive system. They're very easy to understand and it's been really easy to train new employees on it. Our CAM (Customer Account Manager) is always available whenever we have a question. We get fast response time when we do have a problem.

I would recommend that you definitely get RealMed, quite frankly. We could not live without it. Basically because it is very easy to use. You get fast response time. Your claims go through cleanly. And RealMed works with any insurance. Even if it's not on their list, they go after it and get it for you. Thank you, RealMed!