

Top Questions to Ask a Medical Billing Company

Instructions: Use this resource to take notes during interviews with prospective medical billing companies.

Company Name:

Top 7 Questions to Ask a Medical Billing Company

1. What training and certifications do you have?
2. Are you HIPAA-compliant?
3. What is your pricing structure?
4. Who will own the billing data associated with our account?
5. Do you provide electronic billing services?
6. What follow-up services are included?
7. What hours are you staffed?

Must-have Features

Use this checklist to determine whether the medical billing company you're considering offers all of the tools and features your business requires.

Note: There may be features beyond this list that you require, so be sure to study it carefully and add any other services you need.

Must-Have Feature	Why It Matters	Is It Offered?
Transparent pricing	Medical billing companies typically charge a flat rate, or a percentage of fees collected. Most practices will be better off with a percentage-based pricing structure of 8 percent or less.	Y: [] N: []
HIPAA compliance	The Health Insurance Portability and Accountability Act (HIPAA) protects your patients' personal data. Your medical billing company must be compliant with it and should do regular compliance checks.	Y: [] N: []
Training and credentials	Look for a medical billing company that's part of the Healthcare Business Management Association (HBMA) or another professional association, and that trains its staff on the latest tools, regulations, and practices.	Y: [] N: []
Access to billing data	Having access to your billing records is a must – especially if you think you might switch to a different medical billing company down the road.	Y: [] N: []
Electronic billing capabilities	Your medical billing company should be able to offer online bill payments, credit card processing, and other electronic services.	Y: [] N: []
Follow-up services	Make sure that your medical billing company provides follow-up services, such as resubmitting claims that have been denied, sending out statements to your patients, and handling your "accounts receivable."	Y: [] N: []
Suitable staffing hours	If your practice is open after hours or on weekends, then you may want to choose a billing company with a rotating staff and 24/7 service.	Y: [] N: []