

## MEDICAL BILLING SERVICES FOR A MARYLAND BASED COMPANY



### The Client and their Requirement

The client is a well-established Medical Billing company based out in Annapolis in Maryland. They were looking out for a medical billing service provider who could provide end-to-end medical billing services. They had a huge backlog which needed to be cleared in a quick time. They were looking for a third-party service providing company which could revert with the services within a very short turnaround time of 12 hours.

### The Challenges

There were few challenges faced by our team during the analysis and execution of the project. They were as follows:

1. The medical billing company had a huge backlog and they needed some professional help in clearing them
2. The client wanted us to start the project immediately and provide the results within 12 hours
3. The software which was to be used for this project was new and our team needed some time to get familiarized with it, and be able to use it
4. A connection needed to be established and we were not able to log in to their system to begin the work

### The Project Plan

For the smooth execution of the project, our team at Flatworld Solutions devised the following project plan:

1. It was decided that a dedicated team would be put in place to provide the end-to-end billing services to the client
2. As the client wanted the results within 12 hours, it was decided that we would provide a 12 hour turnaround time and the contract was signed accordingly
3. We decided to provide a basic training about the software to our resources so they could provide the required medical billing services with ease
4. With our experienced team at work, it was communicated to the client that the connection had to be established on the client side for us to begin the work

### The Solution

Keeping in mind the challenges and the client's requirements, following solution was provided by Flatworld Solutions:

1. Once the connection was established at the client's end, the work went on smoothly and we were able to keep up the promised 12 hour turnaround time
2. Our experienced team of medical billing experts was able to grasp the working of the new software, and provide excellent services clearing the client's backlog with ease

The client was very happy and extremely delighted with our services and our quick turnaround time. The President of the medical company even praised our team with her kind words.

### Customer testimonial

"I want to express my sincere appreciation for the dedication you have shown towards our company, truly a blessing and I thank you. You are doing a great job which allows us time to take good care of the client in areas we could only glance over".

**President,  
Medical Practicing Company, MD, USA**

### Contact us for Your Medical Billing Requirements!

Flatworld Solutions has been in the [medical billing and coding](#) domain for about 16 years now. We have an excellent team of professional medical billing experts who can provide the best services in the industry. If you have any kind of medical billing requirement, feel free to [get in touch with us](#).