Medical Claims Resources, Inc. Finds Real-Time Answers with CollaborateMD

For **Medical Claims Resources, Inc.**, CollaborateMD's individualization and flexibility have enabled them to build trust among dermatology practices, each of which has unique needs. "It is truly a 'biller' software," says Jackie Fowler, President and CEO of Medical Claims Resources, Inc.

Overview

By specializing in only one type of medical practice—dermatology—the billing, coding, and consulting experts at Medical Claims Resources, Inc. (MCR) provide exceptional service built on expert knowledge. Even with a unifying principle of clients with one specialty, President and CEO Jackie Fowler says her clients are all unique. "No one has a cookie-cutter practice; they all have distinct requirements and expectations." This kind of thinking has helped Fowler and her team deliver the highest proficiency of claims and reporting results for more than 16 years.

Solutions

✅ Right from the start

"When first starting the business," Fowler says, "we went looking for a software that we could recommend to our clients." Having some experience working with CollaborateMD previously, Fowler decided on CollaborateMD for several reasons. "We got lucky with choosing it, getting set up with Medicare, and getting everybody online. It was really easy for me to put clients on my software only on the practice management side. And my clients could have anything they wanted so they could be on paper or have their own systems for their medical notes, including everything that is related to the clinical side."

The important part was the individualization and flexibility of the CollaborateMD architecture. With attention to Fowler's specific needs for each client, the tailored solutions generated the results MCR wanted, and enabled them to build trust among dermatology practices.

✅ CollaborateMD engineers who care

Fowler appreciates the commitment and work ethic of the software team. They request feedback and find ways to improve or provide better results for her and her clients. "They have a website that's community based. CollaborateMD engineers pop on—to see what people are needing, to see the feedback. That's what makes the software so valuable to me."

✅ Real-time answers that make our work easier

"As we grew," says Fowler, "CollaborateMD grew, too. It is truly a 'biller' software. There's a ton of ideas that we (MCR) put out there, and CollaborateMD ended up implementing them."

With the give and take of listening and sharing, the two companies work together to save MCR time and production hours, "which is important to make our jobs easier. It also helps us to gain better insight into how our claims flowed, including notes completed, claims submitted, clearinghouse, and notes back to us. We didn't have to wait two or three weeks to find out that our claim was just sitting there; CollaborateMD was one of the first software companies that actually integrated and situated with the clearinghouse—so that we could get feedback in a timely manner." Integrated thinking makes CollaborateMD stand apart.

✅ Living software that continues to get better

With CollaborateMD, ideas are always welcome. "Everybody contributes feedback to make the software better. We ask, and they do it. It's a living software that is forever evolving into something else, something even better than what we had before," says Fowler.

> **"Everything I need, I can do in CollaborateMD. It's there and it's right in front of me. It's especially helpful when you can lean on the visual nature of the data and reporting. We know exactly what our day looks like before we even do it!"**
>
> — **Jackie Fowler, President and CEO of Medical Claims Resources, Inc.**

Discover how practices and billing services are using CollaborateMD to streamline digital front and back-office workflows with intuitive patient scheduling, billing, and reporting tools to reduce administrative burdens and optimize revenue cycle.

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