



Desert Palms Physical Therapy & Movement Studio

December 4, 2007

With 25 years experience in medical practice management I have weathered many a challenge. Spring of 2007 found me facing yet another.

This practice experienced significant growth by adding two locations within a 10 month period. One location, in a different county, required a separate Medicare ID number. Tracking of production and revenue by location and by provider became paramount due to one of our Physical Therapists buying in as Partner. Additionally, patients rotated between locations for convenience and scheduling flexibility. The limitations of our existing billing software created a bookkeeping nightmare.

We researched the market for state of the art software priced within our budget. A comparison spreadsheet was created to reflect hardware requirements, software features, pricing, number of successful installations, and adaptability to our specialty & specific reporting needs. We used this spreadsheet to determine which three software programs qualified for demonstration to our Office Manager, Business Manager and President/Owner.

Jason Keele began by answering questions on an elementary level. As the sessions progressed with Administrative staff and the practice Owner, Jason's working knowledge of the industry and ASPC software was consistently evident.

ASPC software addressed and solved our issues. The option of training online during our non peak hours was ideal. We received immediate and direct support from our trainer and from Jason as of our go live date, through month end and up to the point we found ourselves breezing along on our own. There was no long holding time for support staff unfamiliar with our knowledge base.

The billing system has proven to be reliable and accurate. We track Medicare recertification dates, Medicare physical therapy cap thresholds, Medicare exception cases and Physician Quality Reporting Initiative. The system handles predetermined modifiers automatically. The sophistication of the reports module has met our expectations. End of month processes are simple. Patient statements are thorough and easy for patients to understand.

Interfacing with Paperless Office software allows entry level staff to scan patient registration forms and insurance cards. This is crucial in generating clean claims.

I recommend 1st Providers Choice and ASPC software without reservation.

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