

Professional Office Management Service

The Challenge

Professional Office Management Service Inc. (POMS) needed a solution to their paperwork problem — primarily, where to store it all. With clients nationwide, the office generated an enormous amount of paperwork each day. And since medical billing companies are required to keep documentation for seven years, POMS' office and off-site storage unit were packed with files, folders and boxes.

"Because of our business processes and privacy concerns, our EOBs and charges were in one file room and other paperwork was in a back office," said Jeremy Evans, vice president of operations. "When we needed a file, it was a time-consuming process for our staff. Someone always had to get up from their desk and search."

In a makeshift attempt to become more efficient, employees started to scan paper files and store the electronic images on their own servers and computers. "While this helped eliminate some of the paper, we were scanning using Adobe® Acrobat and storing everything as PDFs," Evans said. "There was no disaster-recovery tool, no off-site backup and no security to speak of."

POMS was also storing some scanned paperwork online using Healthpac's practice management system. Still, the volume of information POMS needed to access grew quickly outgrew Healthpac's capabilities and allotted document storage space.

The Solution

After attempting to build an in-house file storage system and use another vendor's add-on document management tool, POMS turned to eBridge to provide a simple and cost-effective system that would make such information as EOBs and charges instantly

Professional Office Management Service Inc.

- Background:** Established in 1990 (Boise, ID)
55+ clients and 17 employees
HBMA member
Healthpac user
- Challenges:** High volume of client documents
\$5,000+ per month in courier fees
Growing on and off-site storage issues
- Result:** Eliminated \$60,000 in courier fees
Scanners at client offices streamlined process
Accelerated billing cycle and payments



available to authorized users.

"We were familiar with eBridge from the HBMA conferences we attended. So, when Healthpac suggested we speak with them about our document storage needs, we felt comfortable with the suggestion," Evans said. "It took a little time — almost two years — but we signed up and haven't looked back since."

POMS' employees immediately saw the benefits.

"Training was easy. Once employees saw how simple it was to use eBridge, there were no issues," Evans explained. "Even those who aren't super computer savvy were up and running within an hour."

The Result

"We love eBridge. We no longer have the headache that comes with storing paper," Evans said. "Now, when someone needs something, they can retrieve it in seconds instead of hours." POMS uses TekHealth for off-shore posting and even in India, documents can be accessed instantly.

An unplanned benefit has more than paid for eBridge — a huge reduction in courier fees. "We are saving \$5,000 a month by not running back and forth to client offices," Evans said.

About eBridge

Since 2001, eBridge has helped businesses eliminate the waste, risk and inefficiencies of paper-based records and processes by digitizing and storing documents in a central online repository. Web-based file cabinets allow users to securely access documents from any computer with an Internet connection. To explore what eBridge can do for your business, visit us online at www.eBridge.com to read more case studies, or contact one of our industry experts at info@eBridge.com or (877) 676-6067.