

## HERAE Customer Testimonials

### Hospitals

“Madison County Hospital’s experience with HERAE to date has been very good. The implementation followed the agreed upon timeline. The hospital has realized considerable efficiencies with the time it takes to post payments and has significantly increased the quality of information captured (i.e. reason codes for denials).”

**Mike Browning**, CFO

Madison County Hospital

<http://www.madisoncountyhospital.org/>

"I am very happy with the HERAE service; and I find the system very user friendly. In addition I cannot say enough about your support group who have always been a tremendous help to me in the past. I consider them to be extremely professional, courteous, and efficient; a delight to work with. Thank you again for all your help in the past and keep up the good work."

**Doris Leitmann**, Supervisor of Cashiers

Hudson Valley Hospital Center

<http://www.hvhc.org/>

### Healthcare Providers

“HERAE is one of the best things that has happened with my job in the last two years!”

**Pat Brown**, Patient Account Representative

Women Partners In Health

<http://www.wpih.net/>

“Radiation Medical Group has been using HERAE for about four years with great success. Its web-based interface is extremely user-friendly and eliminates the hassle of paper checks, provides easy access to electronic EOBs and, most importantly, gets the deposits in the bank more quickly.”

**Liz Adely**, Accounts Receivable Supervisor

Radiation Medical Group

<http://www.rmg.md/>

“I’m very happy with HERAE. The company is committed, helpful, obviously have brains and build a good product. HERAE saves us time where we need it the most – on the back end working ERAs. The

staff absolutely loves it. With auto-posting to our practice management system, we just check a box and go home.”

“Unlike HERAE, a lot of companies out there are focused on the clearinghouse side of things. The problem with this approach is that you have to deal with the ERA at some point. You have to get it posted to your practice management system no matter what. HERAE concentrates on the back end where we spend so much of our time working, and really the final result is in the ERA.”

**Dr. David Horowitz, M.D.**

New York Pediatrics

<http://www.pediatricsofny.com/>

“I highly recommend HERAE to any medical office that wants prompt payments and easy access to insurance information.

HERAE has streamlined Newport Hand Center's reimbursement and collection procedures, and simplified the once arduous process of posting payments from paper EOBs and multiple web sites. Our days of sales outstanding (DSO) has drastically dropped with HERAE because we can now post payments directly after the insurance company processes the claim. HERAE saves a lot of time with the built-in features of remittance search, deposit verification, and by filing RAs electronically.

One of the features I find indispensable is the Remittance Advice Search. I can plug in the last name of a patient and Payer name (such as Jones - Blue Cross), enter a date, and I instantly know if Blue Cross has processed a claim for this patient. The RA/EOB pops up, and all the information is at my fingertips. It is **much** quicker than signing into multiple insurance web sites and having to search different sites for different patient claims.”

**Lynda H., Billing and Provider Representative**

Newport Hand Center

"HERAE has been a valuable tool for our company and the physicians we serve. It provides security for the physicians by eliminating paper checks and providing access to their records from anywhere at any time. HERAE has also helped us improve our efficiency by reducing paper and processing time, and by providing seamless continuity in the EFT and ERA process."

**LaDusta Williams**, CPC Billing Supervisor  
North Central Texas Orthopedic & Sports Medicine  
<http://www.nctosm.com/>

## Pharmacy

"What do we like about HERAE? Convenience and ease of use with the application. Easy access to Support! Your group has been so responsive and helpful."

**Don Gundlach**  
Cash Applications Team Lead  
BioScrip Pharmacy Services  
<http://www.bioscrip.com/>

"Easy access to EFT info and 835 files (invoices) in one location. A one-stop shop with no pain points."

**Rebecca Davenport**  
Accountant  
Safeway Pharmacy  
<http://www.safeway.com/>

## Billing Services

"Medical Management Strategies has been contracted with HERAE since 2006. HERAE is very easy to work with and always approaches any issues, problems etc. with the utmost customer service and aims to please. They take their company seriously and will always try to work with our company as a team which is greatly appreciated!"

**Lynn Loughlin**, Principle/Owner  
Medical Management Strategies, LLC  
75 Medical Groups  
<http://mmsofslo.com/>



“We’re a billing service. HERAE differentiates us from all the other outsourcing companies in the market. Its diagnostic and reporting capabilities enable us to hone in on the exact source of the reimbursement issue and obtain payment. HERAE has allowed us to reallocate resources to higher value activities to further improve collections.”

**Tom Marshall**, Former COO  
Clinical Practice Management, CA  
<http://www.cpm4results.com/>