

Cecilia Moore

Duke University Health System

We've been with RealMed since July 2002, so going into our 8th year working very, very closely with RealMed. We started off fairly small with RealMed with a couple of payers. And the relationship has grown over time where we do all of our professional claim submission through RealMed. I think RealMed has really shown with us to be a true partner to be responsive to any time we have an issue so I would rate them as a Best Vendor for us so it doesn't surprise me that they won the award.

When we started off, as I said, we had a couple, just a small number of payers that we were working with and we really saw the benefit from doing that by really accelerating our claims submission and payment. As we've moved the relationship over time, our days in A/R have gone down probably from 42 to around 28 on the professional side. Of course we are going to credit ourselves with some of that but RealMed has definitely been a partner in that, helping us change some of our work flows and really being able to understand quicker when we are have a problem with claim submission.

When I'm looking for a clearinghouse, I want to have somebody who's a partner because it's an integral part of the organization and that is how we view RealMed. Also somebody who is very responsive to our needs and when we have had challenges and issues as we do in any relationship, RealMed has always been very willing to listen, respond extremely quickly and bring a solution that doesn't just solve the problem one time but solves it on an ongoing basis.