

**HILLCREST INTERNAL MEDICINE**  
A MEDICAL CORPORATION

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September 17th, 2020

Re: RCM Billing Service.

Following the resignation of our in-house biller of 27 years our company, Hillcrest Internal Medicine, was ill prepared for how difficult it would be to replace her. We were reluctant to use an outside billing company because of a disastrous experience years before, and held onto hope that we would be able to find someone with the same dedication and knowledge as the biller that we had just lost. Unfortunately, our attempt at hiring a new in-house biller resulted in a complete mess, with billing being done incorrectly or not at all.

After spending months trying to repair the state of our in-office billing, we realized that we were in over our head. Knowing that we would need professional help, I started to do research on which billing companies might best suit our needs. I spoke with several office managers, all of whom had positive feedback regarding RCM. Their positive referrals gave me the confidence to put our company's finances into their hands.

I can't express how grateful I am to have come to this decision. Despite our transfer into their care occurring at the start of the Covid-19 global pandemic, which was a stressful time for every business, the team at RCM bent over backwards to make sure that they understood and met our needs. They helped us navigate new Covid billing, and set right to work getting us caught up on our past due payments.

Hillcrest Internal Medicine has four doctors, each with a different way that they want billing done. RCM worked with us to make sure that each doctor's needs were met in a manner that would also work for their company, tailoring their service to our needs and making sure that each doctor was satisfied with the results. I would highly recommend them to anyone in search of a billing company.

After only four months, I finally feel as if our billing is back on track. They had a huge mess to clean up, but if they ever ran into a problem, they didn't shove it aside. RCM called me to work it out every time, and in a timely manner to walk me through how we could solve the problem. It is a relief to know that our billing is finally in good hands.

Sincerely,

Penny Mason  
Office Manager