

About Us

My name is Mary Pat Whaley and my background is 25+ years managing physician practices of all sizes and specialties in the private and public sectors. I am a Certified Professional Coder, and am Board Certified in Medical Practice Management and a Fellow in the American College of Medical Practice Executives. My partner, Abraham Whaley, has 15+ years of experience in patient access, registration, patient/family customer service, quality assurance, and information technology in private physician groups and emergency medicine/hospital settings.

Manage My Practice is also affiliated with the premier healthcare consultants and service providers from around the nation so we can provide our clients with comprehensive top-tier medical practice management advice and resources, regardless of the need.

What We Do:

[NEW in 2013! MANAGE MY EXPENSES](#) – Whether you need a new exam table or need an office full of furniture, fixtures and equipment, we can find it for you at the best price, review the agreements and contracts and make sure you are not locked into equipment that will be obsolete before it is paid for. Buy or lease? By the page or by the month? Group purchasing organizations or go it alone? We have the answers and we are your personal shoppers.

Manage My Chart Audit – Are you worried what a Medicare audit of your medical records might find? Let us find it first and help you turn your practice into a model of compliance and appropriate documentation. Whether you want a routine or focused audit, our process makes it easy to upload charts to a HIPAA-compliant, secure location for our experienced coders to review your records. We report back in 2 weeks or less with

specific findings to share with your providers, or a customized provider training program via interactive online meeting. We can also help you move into ICD-10 with an action plan and confidence that your income won't suffer when you make the transition in October 2014.

Fractional Administration – For practices that do not need a full-time Practice Administrator, we spend an hour each week Skyping/speaking with/coaching the office manager and virtually attend the monthly practice meetings. Assistance is provided with projects, marketing, purchases, new business lines, monitoring revenue cycle metrics, building budgets and pro formas, and promoting business viability.

New Practice Startup – From soup to nuts, we set up new practices and make sure you get started on the right foot with a business plan and pro forma, and constant revenue monitoring.

Market My Practice – Your Goal: Dominate your local market! Our Job: Get you listed in Search Engines, set up online marketing campaigns, evaluate Google Adwords, and implement Search Engine Optimization tips and tricks, blogging, direct mail best practices, social media presence, branding on Google, and grassroots no-cost or low-cost ways to create visibility for your practice.

Manage My Credentialing – Credentialing takes you and your employees' time away from other jobs. Let us do the heavy lifting and all the tedious follow-up involved so you can focus your attention on other things. We provide a secure internet site for credentialing documents that allows you to see the status of your enrollments anywhere, any time and from any computer, iPad or smartphone. We guarantee the confidentiality and security of your documents and private information. Because we work with you remotely, we do not take up office space or tie up your phones, computers or copiers. We charge for credentialing based on a flat fee, no matter how long it

takes to complete the enrollment. Let us take everyone's least-liked job off your plate!

Biller On Call – For practices that occasionally need a biller to dial into their system and scrub charges, post EOBs, work denials or perform collection duties, we have a Biller on Call for you. From unplanned staff absences or terminations, to planned medical leaves or unexpected backlogs, our remote billers are experienced and knowledgeable, and keep your revenue coming in without a hitch.

Revenue Cycle Consulting – Is your income not what you are expecting, but don't know why? Starting with your Key Financial Performance Indicators, we benchmark your practice's charges, adjustments and revenue to other practices in your specialty and to best practices. Together we create an action plan to collect 100% of the patient responsibility at time of service, start a credit-card-on-file program, create clean claims, reduce denials and significantly reduce your accounts receivable. We can also evaluate in-house billing versus outsourced billing to determine what is right for you.

Webinar Creation & Hosting – Strengthen your staff knowledge by having us create custom webinars for your practice. Webinars are perfect for mandatory OSHA and HIPAA training, orientation to your practice, and webinars for basic training on customer service, patient registration and EMR. Welcome your patients with a webinar describing how the practice works, services provided and how to contact you. Easy and fast to update and an amazingly affordable price. Custom webinars start at \$250.

Secure Document Management in the Cloud – We provide HIPAA-compliant document management for the practice's paperwork: invoices, personnel files, daily revenue cycle paperwork, monthly reports, medical records – anything you want secured, protected from fire/flood, access to wherever you are from whatever device you are using. Secure upload and download with

drag & drop desktop access makes FileConnect the easiest document management system you've ever used! Peace of mind for less than \$75.00 per month.

Ghost Blogging and Article Service – Fresh content on your practice blog is one of the keys to retaining current patients and attracting new patients. Let us blog for you or supply custom content relevant to today's headlines. Don't worry – we only supply content to one practice per specific market!

How can we help you manage your practice?

Mary Pat Whaley, FACMPE, CPC, President

Abraham Whaley, VP/FileConnect Product Manager

- . Contact us via the [contact form here](#)**
- . Call Mary Pat at 919.370.0504 or Abraham at 919.370.0497**
- . Email Mary Pat at marypat@managemypractice.com.**

Conflict of Interest

All recommendations put forth by Manage My Practice reflect our opinions based on direct experience and communication with

colleagues. We do not accept fees from vendors for recommendation of their products or services.

Disclaimer

Manage My Practice does not directly or indirectly practice medicine or dispense medical services.

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