



An Advanced

Cloud-Based Practice
Management
Company

Prime Doc Billing a Trusted Billing Partner for your Practice



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Prime Doc Billing LLC streamlines revenue cycle for practices of all sizes and specialties, with extensive industry experience. We specialize in transforming struggling practices into thriving businesses by maximizing reimbursements and minimizing denials. Our team delivers exceptional customer service and customized solutions tailored to each healthcare practice's unique needs, allowing providers to focus on quality patient care while we handle their medical billing efficiently.

ABOUT COMPANY:



Physician



Hospitals



Nurse
Practitioners



Home Health
Agencies



Private
Practices



Laboratories



Sister Medical
Billing Companies

WHOM WE SERVE:



EHR EXPERTISE:



Credentialing



**Contract
Renegotiation**



**Prior
Authorization**



**Verification
of Benefits**



Medical Coding



Medical Scribing



Medical Billing



AR-Follow up



**Denial
Management**



RCM Services



Virtual Assistant



Patient Help Desk



Practice Audit



**Website
Development**



SEO Health Care

SERVICES WE OFFER:



Cardiology



Neurosurgery



Psychology



Orthopedics



Dermatology



Pediatrics



Radiology



Physical Therapy



Endocrinology



Oncology



Internal Medicine



Behavioral Health



Surgery



Urology



Mental Health



Pathology



Vascular Surgery



Pulmonology

SPECIALITIES WE COVER:



BUSINESS MODELS:

PERCENTAGE MODEL:

Our percentage-based billing model is tailored to each client's needs, offering flexibility in compensation. We charge a percentage of the total revenue collected on behalf of healthcare providers, ensuring our fees align with your financial success.

EMPLOYEE OUTSOURCING MODEL (FTE / PTE):

In our employee outsourcing, we employ resources on hourly rates that can efficiently handle the following tasks: Billing and Coding, VOBs, Authorization, Front Desk, Patient Calls, Patient Scheduling, AR and Denial Management, scribing, as well as any other job the client may assign. This assists you in managing the expenses related to arranging resources, equipment, infrastructure, and other facilities.



**Strict Adherence to
HIPAA Regulations**



**Confidentiality &
Data Security**



**Business Associate
Agreements (BAA)**



**Encrypted
Communication**



**Access Control &
Authentication**



**Workstation &
Device Security**



**Regular HIPAA
Training**



**Audit Trails &
Monitoring**



**Data Backup &
Disaster Recovery**



**No PHI Storage on
Personal Devices**

HIPAA COMPLIANCE & SECURITY:



Cost Efficiency



Faster Reimbursements



Enhanced Patient Experience



Reduced Errors & Denials



Effective Communication & Correspondence



HIPAA Compliance & Security



Improved Revenue & Profit Margins



Transparent Reporting

BENEFITS OF OUTSOURCING:



**End to End RCM
Expertise**



**Dedicated PoC for
Effective Communication**



**HIPAA Compliant
Operations**



Free Practice Analysis



**Dedicated Team for
Every Client**



**Certified Coders, Billers &
Credentialing Experts**



**98% Clean Claim
Ratio**



**Proactive Strategy for AR
& Denials for Maximum
Reimbursements**



**Revenue Growth &
Scalability**



**Guaranteed Value
Addition to the Client**

WHY CHOOSE PRIME DOC BILLING:



OUR CLIENT SUCCESS STORIES:

CASE STUDY (1):

NEUROPSYCHOLOGY PRACTICE REVENUE TURNAROUND:

Client Background:

In March 2024, a neuropsychology and feedback practice partnered with Prime Doc Billing after facing stagnant monthly collections of around \$65,000.

Challenges:

Our team conducted a thorough audit and identified several missed CPT codes that were limiting reimbursements.

Solutions:

By optimizing coding practices and implementing a refined billing strategy, the practice achieved significant revenue growth. Additionally, Prime Doc Billing managed credentialing for new clinicians, enabling service expansion and smoother payer enrollment.

Results:

Within months, the practice's average monthly collections rose to \$115,000, marking a substantial improvement in overall financial performance and operational efficiency.





CASE STUDY (2):

PRACTICE TRANSFORMATION THROUGH COMPREHENSIVE RCM & VA SUPPORT:

Client Background:

A multi-specialty practice facing severe cash flow issues, rising A/R, and front-office inefficiencies partnered with Prime Doc Billing during a critical phase of EHR transition and data migration. The practice had disorganized data across multiple systems and a backlog of unresolved claims.

Solutions Implemented:

Prime Doc's Virtual Assistant (VA) team streamlined front-office operations, including VOBs, scheduling, and prior authorizations, ensuring smooth day-to-day functioning. Simultaneously, our RCM team conducted an extensive A/R cleanup, reducing the 90+ day bucket from 65% to 49%, improving the clean claim rate to 97%, and lowering the denial rate from 15% to 7%.

Results:

With consistent follow-ups, timely claim submissions, and strategic data reconciliation, the practice's monthly collections doubled from \$40K to \$82K, achieving financial stability and operational efficiency.





WHAT OUR CLIENT SAY ABOUT US:



Christian US

Jul 18, 2024

A+ AMAZING TALENTED COMPANY

Wonderful leadership. Fantastic employees who are communicative, interactive, and go the extra mile ALWAYS for top notch customer service. Super helpful in resolving issues, take ownership of their work, and have deep understanding of medical billing.

Date of experience: October 02, 2023 



Sarah Quesada US

May 13, 2025

OUR EXPERIENCE WITH PRIME DOC BILLING...

Our experience with Prime Doc Billing has been outstanding. Their team has consistently demonstrated exceptional support in navigating complex billing issues, offering solutions that are both thorough and effective. They are impressively responsive—quick to answer questions and always available when we need clarification. The reports they generate are detailed, accurate, and delivered in a timely manner, which has greatly improved our operational efficiency. We truly appreciate their reliability and expertise. Wonderful leadership. Fantastic employees who are communicative, interactive, and go the extra mile ALWAYS for top notch customer service. Super helpful in resolving issues, take ownership of their work, and have deep understanding of medical billing.

Date of experience: May 13, 2025 





WHAT OUR CLIENT SAY ABOUT US:



Colleen Long US

May 16, 2025

FROM BURNOUT TO BREAKTHROUGH:

THE RCM PARTNER MY BEHAVIORAL HEALTH PRACTICE NEEDED

After a long and frustrating carousel of over ten billing vendors, I was skeptical about trying another company. Most promised the world and delivered chaos, wasting precious time and money while leaving my practice bleeding revenue. Enter Prime Doc. They've been a breath of fresh air.

We've only been working together since April, but in just a few months, I've already seen more action, clarity, and commitment than I did with any of the previous billing companies. What sets Prime Doc apart is that they didn't just send one already spread-thin biller—they sent a team. A full RCM squad. That was a game-changer. I'll admit I was hesitant about outsourcing offshore. I had concerns about communication, time zones, and patient-facing interactions. But they have far exceeded my expectations. Their team, including Romail, who supports our front office as a virtual assistant, is responsive, professional, and precise. We had a 93% unanswered call rate according to our analytics when we were paying two full time employees 100 hours a pay period to answer our phones. Romail has a 95% answer rate. They've handled patient inquiries, completed registrations, and submitted VOBs and PAs accurately and quickly.

Ali, the owner, personally meets with us weekly and brings transparency I didn't know was possible in billing. He and his team have introduced metrics dashboards that make sense: where we are, what's working, and what we can expect in the next 7, 14, 21 days. They've opened our eyes to codes we weren't using, optimized existing workflows, and even helped identify areas to recapture revenue we didn't realize we were missing.

To anyone in behavioral health who's been burned by billing vendors: I see you. And I can't recommend Prime Doc highly enough. It's early, but if this is what the beginning looks like, I'm incredibly hopeful for the future.

– Dr. Colleen Long Clarity Psychological Testing.





GOOGLE REVIEW:



Cindi Anderson

a year ago

I am delighted to share my outstanding experience with PrimeDoc, a premier medical billing company specializing in verification of benefits, insurance company credentialing, and full interactive daily communication. Their meticulous attention to detail in verifying benefits ensures accurate insurance coverage assessment, enhancing patient satisfaction and streamlining our administrative processes. Their comprehensive insurance company credentialing services have successfully navigated the complexities, broadening our patient base and significantly increasing our revenue streams.

The hallmark of PrimeDoc is their full interactive daily communication. Their commitment to maintaining open and transparent communication channels is truly commendable. Whether resolving billing queries or providing updates on claims, their team is always accessible and responsive. This high level of communication has fostered a sense of trust and reliability, making our partnership with PrimeDoc an invaluable asset.

Moreover, the cost savings we have realized since utilizing PrimeDoc are remarkable. Their efficient processes and proactive approach have minimized claim denials and expedited reimbursements, leading to a substantial reduction in overhead costs and an impressive boost in profitability. The financial stability we have gained through their services has allowed us to invest further in patient care and expand our practice. PrimeDoc stands out as a beacon of excellence in the medical billing industry, and I wholeheartedly recommend them to any healthcare provider seeking top-tier medical billing services.

- MIND MATTERS HEALTH





GOOGLE REVIEW:



Sana Irfan Khan

Amazing people amazing team. I personally know Ali and he is the most honest human i have come across, their honesty is what has attracted me towards them. As a pediatrician in NYC, I would say please go to them for any billing services they will never disappoint you!!!!

22 weeks ago 

Sarah Quesada

The team at Prime Doc Billing has been amazing to work with! They've helped us sort through some really tricky billing issues and have always been quick to respond whenever we have questions. Their reports are super detailed and easy to understand, and they've made our billing process so much efficient. We really appreciate how reliable and helpful they are.

12 weeks ago 





CLIENT FEEDBACK:



From: Colleen Long, **Sent:** Tuesday, July 1, 2025 3:18 PM **To:** Ali Hussain; Sarah Quesada; Muhammad Aurangzeb; Ibrar Hussain
Subject: Heads up

Hi, I just wanted to let you all know that I posted the recommendations on my groups today. I hope it brings you guys lots more clients. Thank you for all of your help!

I just wanted to take a minute to give props where props are due. After my long-time biller of 7 years retired last June, I went through eight different billers trying to find someone who could handle the full revenue cycle of our psych testing practice. If you do testing, you know how tricky it is: prior authorizations, complex CPT rules, long report timelines, patient communication, three sets of benefit checks throughout the patient journey... It's a mess if you don't have the right support.

The issue when you aren't a biller is you don't entirely know how to find who will be the right fit for you until you work together, and by then, it's too late, months have gone by, and auths were missed, or timely filing limits have passed. I finally gave Prime Doc Billing a try, and they did a full audit of my practice with five people on their team, created forecasts, set up weekly check-ins, and even supplied a VA to help with our phones and scheduling. They manage patient collections, coding, aging, credentialing, contracting, rate negotiations, etc. I made the mistake of using billers who did not have E&O insurance, and Prime Doc carries this, which I think speaks to their professionalism and is assurance that if they breach their duty to your RCM, you have some recourse. They track their KPIs in easy-to-understand reports, such as clean claim rate and denials.

Since working with them: Clean claim rate: up from 78% → 96% | Denial rate: down from 15% → 5% | Collections: up 52% | A/R > 90 days: dropped by 20%

If you've been banging your head against the wall with billing, check them out. They said they would offer a free practice audit and a one-month free trial with code Colleen@25. Happy to answer any questions if you're considering trying them out.





**“Let’s Redefine Your
Revenue Cycle — Together.”**



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