



Why choose Domos HME Billing?

Experience

Through Domos HME Consulting Group, Roberta and her team of experienced staff have been providing assistance to HME and Pharmacy providers since 1999. Prior to starting her consulting company Roberta was a corporate operations director for a regional HME provider with multiple locations providing full DME and pharmacy services to patients from Boston to Florida.

Over the course of her 25 year career, Roberta has held various roles that encompass literally every aspect of the Home/Durable Medical Equipment industry. She is a recognized expert in her field, who is regularly invited to speak at HME industry gatherings / conferences and is a frequent contributor to HME industry journals. Her consulting firm specializes in assisting independent and regional home medical equipment companies and pharmacies across the breadth of their business, including reimbursement processes and accounts receivable collections.

In addition, Domos HME Consulting Group is the number one DME start-up consulting firm in the United States, with an unparalleled start-up success rate of 98% – head and shoulders above the typical success rate of most small businesses. We teach our clients, from the ground up, how to successfully navigate the complex DME reimbursement process as well as other aspects of their business.

Customer Service

Our commitment to customer service is a huge part of what is what makes us the best outsource billing choice for your company. We believe our clients:

- Are entitled to a billing outsource solution that is easy to follow and “just works” without complicating the process of providing care to their patients
- Deserve prompt and accurate responses to reimbursement questions and concerns
- Should expect a high rate of accounts receivable recovery
- Should be provided resources to enable them to understand reimbursement rules and stay on top of ever changing regulations

Results

Domos HME Billing was founded with the mission to help independent and regional home medical equipment providers and pharmacies succeed in meeting their goals, improve profitability and enhance the productivity of their operations. Our approach is to provide our clients with practical, no nonsense advice and assistance, born of experience that offers a high value, at a cost effective price! We truly are invested in the success of our clients.



More Features of Our Outsource Billing Services

- Outsourcing your billing and collections reduces costs associated with payroll expenses, payroll taxes, employee benefits, workers compensation insurance, employee training, office space, and hardware and software spending.
- We stay up-to-date on the latest reimbursement rules, freeing your staff members to focus on customer service and patient care – leave the complexity of the reimbursement process to us.
- We provide a detailed review of all information submitted for claims processing prior to submitting your claims, resulting in lower denial rates for our clients.
- We will review documentation prior to delivery and let you know if it will meet insurance payer requirements before you provide a product. Documentation can be sent to us via a toll-free fax number and stored on our system as secure PDF files.
- Our clients have the option to provide us with patient intake data via our secure web form – clients may print delivery tickets, physician RX forms and more, even without owning their own HME/DME software system.
- Clients receive free access to a password protected web site that contains always up-to-date intake and documentation training materials, plus educational tools to help our clients improve their customer service processes.
- We submit claims electronically whenever possible, allowing our clients to be paid more quickly and to maximize their business's cash flow.
- Our state of the art HME software systems means that specialized data and reports are available to our clients to meet their specific needs – including complex historical billing data required by Medicare for competitive bidding.
- We provide consistent, timely, and aggressive follow-up on any denials – we don't get paid unless you get paid! Any necessary re-opening or re-determination requests are processed quickly.
- Domos HME Billing shares office space and management with Domos HME Consulting Group – recognized experts in accreditation compliance, operational growth strategies, Medicare compliance and audits, and a host of other services. This means our clients can elect to have all of their consulting needs met by one company that really knows and cares about your business.
- Outsource billing clients receive a 10% discount on all additional consulting services offered by Domos HME Consulting, and huge discounts on our popular accreditation compliance software program, customized to your accrediting body and products.

Contact Us For More Information:

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