

# Kay's American Dream: Owning a Medical Billing Business

Kay Warner has a sense of calm as she wakes up every morning. She lives in the U.S. but her pace of life is leisurely, as if she were in Italy.

She has the house of her dreams, a kind husband by her side, free time for leisure activities, and the one thing that allowed her to live this way: her own medical billing company. But, that dream was threatened; patient billing was taking more and more of her precious time.

35 years ago, before she discovered medical billing, her life revolved around her family. **While volunteering at her daughter's pediatric practice she noticed that she had a true talent for managing claims and patient payments.** Subsequently, she fostered relationships with other doctors who recommended her to help friends with their billing. Soon she had a thriving business that allowed her to finally own a home, have time to travel, enjoy hobbies, and spend time with her family.

But the **combination of a growing business and more high deductible health plans soon had Kay spending far too much time managing patient billing.** Mailing paper bills became much too expensive, and with a small team (made of her and her husband), phone call volume had become unbearable. Kay knew she was quickly going down an unsustainable path.

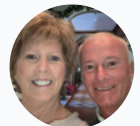
As someone who stays current with changing times, she knows how important it is to adapt to new methods as they come along to provide exceptional service for her practices and their patients. So, when the opportunity presented itself to provide more patient payment options to clients as well as to **successfully streamline her in-house processes** via Inbox Health, it was a no-brainer for Kay to adapt. **She realized she could take advantage of automation to post payments, digitally communicate**

**with patients regarding questions and concerns, and in turn, take substantially fewer phone calls throughout the day.**

Ultimately, both **her quality of life and patient payment collections increased two-fold, and most importantly, payments were collected a lot faster.** Kay once again was able to sleep well at night.

So yes, for Kay it is possible to be a medical billing business owner, enjoy her work, serve her clients and their patients, and enjoy life to the fullest – the true American Dream in her eyes.

## About Kay:



**Name:** Kay Warner

**Role:** Co-Owner

**Company:** Socius Medical Billing

**Location:** Sparta, TN

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