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To whom it may concern:

It gives me great pleasure to write this letter of reference for Kathy Young and her billing company Resolutions Billing and Consulting.

Kathy was my biller between summer 2009 and summer 2011.

I rate her/her staff's performance as outstanding. Specifically, I would like to emphasize the following:

1. The telephone is always answered "live" by staff that is not only polite, but also ready to address whatever question I or my patients had about the bills.
2. My accounts receivable aging was carefully watched, insurance payments and patient invoices were collected promptly.
3. Patients commented to me that they "liked my biller."
4. Kathy and her staff always kept current of all new relevant developments and were able to advise me accordingly. For example, when the government instituted a bonus for doctors willing to use EMR, Kathy researched the issue and was able to give me directions on whether to implement an EMR or not.

In conclusion, I recommend Kathy and her company to any doctor looking for a biller. If you should have any questions, please feel free to contact me.



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