GROWING PAINS…

FROM A COMPUTER NETWORK TO A NETWORK OF COMPUTERS

The far reaching effect of HIPAA compliance and the simultaneous growth of our customer base resulted in the need to re-configure our computer systems. This technological leap forward required a dedicated effort to ensure the resulting configuration will meet and exceed our processing needs well into the future. We needed to examine the available technologies, evaluate the intrinsic merits and the relationships across products, and bring the best alternatives into our environment.

In order for this transformation to occur, PARC Medical Billing Service called upon the expertise of many resources. Manufacturers of hardware, software, communications and network equipment were tapped to provide insight to the many options which needed to be decided to satisfy our current business requirements and provide a basis for expansion to accommodate our business plans for the next few years. LAN designers, network engineers and PC software developers were brought into the picture to understand the present flow of information as well as the foreseeable future. Internet service providers and power supply companies were consulted to provide guidance and configuration recommendations for our new network.

Specific attention was needed to ensure the configuration of our internal network provided a platform which allowed authorized usage of our customer data amongst employees while also providing protection of data integrity and HIPAA compliance. As we entered 2003, PARC Medical Billing Service achieved this goal.

While the transformation from a computer network to a network of computers required a substantial effort, there was one overriding and non-negotiable objective -- our customers needed to be protected from any and all business disruptions. We focused on the need to deliver these improved technologies with a transparent view to our customers.

Our new network provides improved processing capabilities for our customers. Our corporate team members will now be able to access data within our intranet to maintain our typically fast processing turnaround. Even during peak processing, we will have capability to process claims and transmit confirmation reports within 24 hours of receipt from our customers.

All of this technological evolution has occurred without compromise of the needs of our customers. In fact, our customers now enjoy the benefits of enhanced processing capabilities and enhanced security and confidentiality in accordance with the new HIPAA guidelines.

As we continue to grow, we will continuously monitor the development of technology. As technological advances enter the mainstream of the marketplace, PARC Medical Billing Service plans to continue to improve our technical environment to take advantage of these developments. All in the interest of providing our customers with the best possible service which they so rightly deserve!