

Testimonial

Kathleen Hartigan did not solicit this testimonial. I offered to do so because I not only wanted to endorse her services but to inform my colleagues about the perils of relying on less dependable billing services. Gone are the days when I could charge fees and provide clients with invoices to submit to their own insurance companies for reimbursement. I am now in network with most insurance companies. I love being a clinician. However, over the last few years, I began to dread the mornings because my time was consumed with contacting one insurance company after another to follow up on unpaid claims. I finally realized I needed help and sought out several billing services. Many promises were made. I invested in set up fees and paperwork to start the process only to discover after several months there were constant mistakes with diagnoses, expired authorizations, and no follow-up with the insurance companies. The response time could be several days to a week. I switched to another billing service only to experience the same difficulties after investing more set up fees. I was spending as much time dealing with the billing services as I did with insurance companies. At last, the silver lining. I was fortunate enough to receive a referral from my relative in Boston who is also a licensed psychotherapist. She checked with her colleague and reported that she was extremely pleased with Billingline services.

Kathleen is extremely thorough, smart and always responds to my inquiries-- sometimes within minutes. Her efficiency has allowed me to return to the joy of being a psychotherapist and actually see many more clients because my time is not being consumed with billing. Kathleen will verify the benefits of my clients prior to my meeting with them, and if a claim has been pending she knows how to get the information she needs to expedite the claim. It is rare that I have received a denial of payment for a claim. However, if it should occur; I know Kathleen will take care of it. Moreover, Kathleen provides an exceptionally detailed report on how she has calculated the income from your clients. Her reports are a well organized way to keep record but also excellent for reporting taxes. And, as if this was not enough, I always look forward to communicating with Kathleen. She has a charming personality and delightful sense of humor.

-Lynne Freeman, PhD., LMFT
Encino, California