

**Q. How can I be sure my sensitive business data will remain secure?**

A. We work closely with our clients on private and sensitive data. As a result we have stringent security measures in place. These include:

1. A non-disclosure agreement to be signed, and adhered to, by both us and the client we are working with. All staff working on a project signs it, as well.
2. Virtual Private Networks installed and firewalls put into place to maintain outbound and inbound data security.
3. All PC workstations used by employees devoid of external access and storage device points, including USB ports, CD or floppy drives.
4. All systems and employee email systems protected with passwords to prevent unauthorized access to data.
5. Stringent backup measures in place. No loss of data in the event of a fire, etc. as additional safety is ensured through the use of fireproof cabinets and storage at an offsite storage facility.
6. Diligent review of all anti-virus software managed by the IT security team to ensure installation of the latest version as well as regular critical updates to ensure server security.
7. 24/7 security guarded offices. Employees possess authorized access cards for premises.
8. Surveillance cameras in working condition to constantly survey and monitor movement for safety of client assets.

**Q. How can I be sure that the work performed on my project will be of high quality?**

A. We work closely with experienced Quality Assurance professionals to design our workflows. Their aim is to deliver premium quality services. Furthermore, as our client, you can test and verify the quality of work happening on your project at any point through its course.

**Q. How do I communicate/connect with you?**

A. You can choose the mode that suits you best to connect with us: phone, email, or chat. All of our communication is standardized to be conducted in English, even for international clients.

**Q. My practice is small and relatively low volume. I submit about 15-20 claims per week. Is this volume too small to contract with you?**

A. Not at all. Most of our clientele is made of businesses that submit between 5-50 claims per week. We are committed to helping small practitioners for whom every dollar on a claim is significant.

While we welcome and work regularly with large practices, our focus is working with smaller practices and helping them to grow and improve their financial health.

**Q. Do I need to sign a contract with you?**

A. No, Analytix does not require providers to sign a contract. We are confident you will recognize the value of our services and want to continue working together. The only exception to a signed contract is that providers need to sign a Business Associate Agreement, as per HIPAA regulations. However, you do NOT have to sign any contract requiring you to use our services for any length of time, like other billing services require.

**Q. Will I need any special software for you to do our billing?**

A. No. Analytix will handle your billing regardless of whether you already use Practice Management Software or your business is not computerized at all. Unless you are a Basic Service provider, you do not need a computer at all.

**Q. Do you have any references we can contact?**

A. Yes, and we encourage you to contact some of our references. Contact us to see a complete list of references.

**Q. Does Analytix offer the latest and the best in infrastructure and technology?**

A. Yes, absolutely. At Analytix Solutions, we make no compromises when it comes to the technology, software, and infrastructure that we use. We utilize the best in internet connectivity. Our network features sensitive spam filters and URL filtering, firewalls, advanced VPN communications, and virus prevention and remediation. We also have 100% redundancy and a well-established business continuity plan, if required.

**Q. What makes Analytix Solutions unique?**

A. We have close to a decade of experience working intimately with small to mid-size businesses. Our extensive experience with outsourcing, combined with our low operating cost model, flexibility, expertise, reliability, and integrity resulting from our own understanding through the years, uniquely positions us in the market.

**Q. What is your payment structure?**

A. We accept payment in the following ways:

- On hourly basis
- FTE Rates
- Time or Milestone Based Rates
- Transaction Rates

“Analytix takes all of our incoming orders, downloads them, and organizes them. They essentially set the plate for our customer service staff. It’s great to have a partner like Analytix because they take that whole front end process and simplify it for us so that we can focus on where we are best.”

**- Jason Canzano, Managing Director**  
Acelleron Medical Products

## Register for a Complimentary Pilot Project

Contact us at [sales@analytix.com](mailto:sales@analytix.com) or at **781-503-9000** to learn more about our risk free pilot project. Evaluate for yourself how our capabilities can streamline and positively impact your medical billing processes.