

*Note: Feature story in the series of Women Entrepreneurs in the Iowa Lakes Corridor.*

## **Medi-Claim Solutions: no longer under the radar**

SPENCER – It’s surprising how many businesses in the Iowa Lakes Corridor region have been here for more than 20 years, yet many residents have never heard of them. One such business is Medi-Claim Solutions in Spencer. Owned by Cindy Donohue Greer, MCS has been in the region since 1986. They recently acquired new office space at 1812 24<sup>th</sup> Avenue West, Suite 201.



**Cindy Donohue Greer started  
Medi-Claim Solutions in 1986.**

In 1986, Greer was living in Denver, Colo. Her brother, Dr. Michael Donohue, is an orthopedic surgeon in Spirit Lake. He was creating clinics to treat back and neck pain, and recruited his sister to do the finances. Of the 12 clinics created, nine are currently operating.

Greer grew up in Sioux City, and graduated from Iowa State University with a degree in industrial administration. She is a Certified Public Accountant and a Certified Management Accountant. Greer is a member of the American Medical Billers Association; AMBA offers certification, training and guidance to its 2,000 members.

Medi-Claim Solutions is a full-service medical billing and coding company. They contract with general practitioners, durable medical equipment providers such as hearing aid, mental health professionals, medic’s clinics and hospitals. MCS also works with third parties such as attorneys and workman’s compensation companies.

“This is a business where an ounce of prevention is worth 100 pounds of cure,” said Greer. Having a claim denied can be a long and tedious process. MCS works hard to ensure a clean claim the first time. In 2010, the company collected \$16 million for providers. “And that’s coming in \$200 and \$300 increments,” said Greer. “There is a lot of detail work involved.”

MCS recently switched from paper files to an online storage and filing system. A long remittance used to take two people nearly two days to apply. When done electronically, they can process 700 transactions per second. MCS encourages their practitioners to sign up for these online efficiencies. “The web-based program offers transparency to clients. It makes being a virtual partner easier, and offers advantages to patients,” said Greer.

“We would like to work with local practitioners,” said Greer. MCS currently doesn’t have any local clients; some do their billing in-house and some outsource to other billing companies.

MCS signed a contract with a recruiting company earlier this month, and they plan on having 35-40 new clients by August. “We’re going to focus on growing and adding clientele. I feel we do a good job for the providers. We focus on customer service – not just to the provider, but to their patients as well,” said Greer.

To find out more about Medi-Claim Solutions, visit their website, [www.medi-claimsolutions.com](http://www.medi-claimsolutions.com), or call Greer at 712-264-1083.

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*The Iowa Lakes Corridor is proud to launch the Women in Business Club. To join, a woman must own her own business and want to meet with other women in business to share ideas, challenges, successes, and grow professional relationships. Those interested in joining should contact Pat McGill at 712-332-2965, [patmcgill@mchsi.com](mailto:patmcgill@mchsi.com), or Jean Tennant at 712-490-5165. Women from throughout the Corridor region are encouraged to attend these meetings.*

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The Iowa Lakes Corridor Development Corporation is the regional economic development agency for Buena Vista, Clay, Dickinson and Emmet counties. Its mission is to foster, encourage, aid, promote or otherwise assist in the economic growth and development of the region. For more information about the Iowa Lakes Corridor Development Corporation, call 712-264-3474 or visit [www.lakescorridor.com](http://www.lakescorridor.com).