

resolve

Resolve Medical Bills deploys
PixieBrix to increase the speed
and accuracy of collecting
mission critical data



ABOUT

Resolve is a medical billing advocacy company. They step in for patients with exorbitant medical bills to bring costs down to manageable levels.

THE CHALLENGE

Once a patient shares their medical bills with Resolve, the team has to track down several key pieces of information to initiate the advocacy process. This required agents to perform repeated searches for billing contacts and price lists, and copy/paste data into a spreadsheet. The process was manual, error prone, and time intensive.

THE SOLUTION

With PixieBrix, agents can perform key web searches with the click of a button. Searches are calibrated using advanced search parameters to pinpoint data faster, and agents can trigger multiple searches with a single click.

Compiling data is also faster and more accurate. PixieBrix highlights the relevant search results on a page, and agents can extract data and send it to a spreadsheet or database with the click of a button.

Overall, PixieBrix increased agent productivity by 40%, starting day one.

40%

**HIGHER AGENT
PRODUCTIVITY**

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CLERICAL ERRORS



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*“I haven’t come across another solution like PixieBrix.
Fast setup, and it gets the job done.”*

Braden Pan, CEO