



# Success Story

## How LiNC Simplified Patient Billing With TrustCommerce – Practice Fusion Integration

### Background

[Lifetime Neurodevelopmental Care](#) (LiNC) is a medical group with offices in northern and southern California, dedicated to understanding patients' neurodevelopmental differences and providing a full range of support including genetic testing and medication management. The practice offers care for children, teens, and adults, in homes, in clinic, as well as via telehealth.

### Business challenge

To streamline and simplify patient payments and billing, LiNC sought a payments solution that was integrated with Practice Fusion, a Veradigm Network solution, its electronic health records (EHR) system.

### Solution

While investigating alternatives, LiNC's leadership learned that is integrated with the TrustCommerce® payments platform. The integration enables providers to accept and post patient payments in real-time within existing Practice Fusion workflows, minimizing staff disruptions and boosting efficiency.

LiNC has gained a single source of payment processing and technology as a result of the Practice Fusion - TrustCommerce implementation, simplifying workflows for staff members, according to Elysa Marco, MD, a pediatric cognitive and behavioral neurologist with LiNC.

Further, TrustCommerce client support and relationship management provided comprehensive assistance throughout implementation and beyond to ensure prompt responses and accurate implementation throughout the client experience.

### Results

By adopting TrustCommerce's patient payment solution, LiNC has reduced the number of payment platforms it uses from three to one, according to Dr. Marco. Among the greatest advantages of the new system are the time savings and efficiency gains that the LiNC physicians and their patients have realized. Today, payments processed through TrustCommerce are seamlessly applied to the patient's account. LiNC can easily pull up the payment history within Practice Fusion within the patient's chart context. In addition to saving time and effort, this has improved transparency with patients.

*To learn more about how TrustCommerce and Practice Fusion make patient payments simple, click [here](#).*

**"The TrustCommerce solution with Practice Fusion is a true advance and working as desired. The integrated billing has simplified our systems and is head and shoulders above our cumbersome previous process."**

- Dr. Marco, Lifetime Neurodevelopmental Care