

# Virginia PI Firm Solves Record-Request Issues with Arctrieval

“Every other company in this space is a service that charges a per bill or record rate. Arctrieval allows us to keep our record collection in-house in a cost-effective way. The software is incredibly affordable,” Brian Glass



**Year Founded:** 1995

**Location:** Fairfax, VA

**Practice Areas:** Personal Injury, Long-Term Disability

[benglasslaw.com](http://benglasslaw.com)

Ben Glass Law challenges the “old” way of practicing law and personal injury attorney stereotypes. The firm is nationally recognized for its innovative approach to legal services delivery.

**Brian Glass**  
Partner & Attorney

## The Challenge

Ben Glass Law has five attorneys and eighteen additional team members between the personal injury and disability practice. With the firm’s current growth of 20% year over year and the goal of achieving five times growth in a decade, they need a records retrieval process that could handle the firm’s needs today and in the future.

The firm faced three primary challenges to its continued growth. They are:

1. Remaining abreast of HIPAA changes and maintaining compliance across hundreds of providers.
2. Retrieving, managing, and organizing records to ensure efficiency and accuracy.
3. Reducing delays in acquiring medical and billing records to accelerate case resolution.

The firm’s paralegals spent countless hours on the phone, following up on missing or delayed information, which prevented them from focusing on other essential aspects of their jobs.

*The important thing we've achieved with Arctrieval is that we've reduced the time it takes to get our clients' cases done and over with, allowing them to move on to the next chapter of their lives.*

Brian Glass

## The Solution

Moving to Arctrieval helped Ben Glass Law consolidate medical and billing records collection. Tammy Hineline, a senior paralegal, appreciates how Arctrieval helped the firm to centrally organize records. Instead of relying on outside fax services or their paralegals to notate how each request was made and sent, the staff now tracks the history of each request in one location. She commented on the time saved by Arctrieval's automatic follow-up feature, which reminds providers about pending requests, thus saving the firm valuable time.

A personal injury firm must stay abreast of and compliant with HIPAA changes. As regulations evolve, Arctrieval keeps clients informed about updates and changes, which helps the firm uphold its commitment to protecting client privacy while effectively getting critical information for the client's case, claim, or benefits appeal.

## The Result

Between personal injury and disability, Brian Glass said the firm initiates 25 new cases each month, with each client seeing an average of eight providers. This results in over 200 new requests for medical records and an equal number of billing requests, bringing the total to 400 new requests to manage monthly. The firm monitors all outstanding requests; there are only 40 requests older than 45 days, marking a distinct improvement over the delays faced before implementing Arctrieval.

Speed is a vital client outcome, and Arctrieval's solution decreased the time needed to resolve personal injury cases and secure disability benefits. Ben Glass Law strives to ensure that all cases are filed at least three months before the statute of limitations expires. Before implementing Arctrieval, the firm often had to file lawsuits with incomplete medical and billing records. With Arctrieval, that problem has been eliminated.

Clients are not the only ones who benefit from faster case resolution. Ben Glass Law can pay doctors, chiropractors, physical therapists, pain management facilities, and other healthcare providers working on lien much faster, which improves the relationship and increases case referrals.

## **Impact on Growth**

As a rapidly expanding personal injury and disability firm, Ben Glass Law has embraced innovative solutions like Arctrieval to enhance efficiency and reduce operational costs. Arctrieval's web-based application enabled the firm to use an offsite team of virtual assistants managed by a firm employee. The virtual assistants utilize Arctrieval to handle tasks related to records management, allowing attorneys to focus on building strong cases and advocating for their clients rather than getting bogged down in administrative tasks. Arctrieval's technology, combined with virtual assistants, reduces labor costs, frees up valuable office space, and reduces the workload of in-house staff.

Arctrieval is a critical tool that has helped the firm position itself to handle a larger volume of cases while maintaining high-quality service. Ben Glass Law plans to open at least one satellite office in 2025 and two more in 2026. The expansion strategy is made easier with Arctrieval's centralized platform for all things related to medical and billing records.



See how Arctrieval can solve your record challenges. Request a demo at [Arctrieval.com](https://Arctrieval.com)