

MEDIA KIT

SEPTEMBER 2026

Press materials

Everything a reporter needs to quote us, without emailing first. Boilerplate, spokesperson bios, photographs, expert topics and a one-page fact sheet.

MEDIA INQUIRIES

press@wchsb.com

[linkedin.com/company/wch-service-bureau](https://www.linkedin.com/company/wch-service-bureau)

Photographs — [high-resolution pack](#), free to use with credit to WCH Service Bureau.

Working on deadline? Say so in the subject line and we will come back to you the same business day.

ABOUT WCH

WCH Service Bureau, Inc. is a medical billing, credentialing, chart auditing, and compliance company headquartered in Brooklyn, New York. Founded in 2001, WCH supports independent practices, clinics, laboratories, and imaging centers in 22 states. Since 2001 the company has served more than 12,700 providers and practices and processed more than 9.5 million claims. It currently supports over 1,300 New York providers.

WCH builds its own operational software, including CredenApp for credentialing management, PMBOS, iSmart EHR, and Real-Time Eligibility, and runs continuing-education programs for medical coding and billing professionals. WCH has remained headquartered in Brooklyn for 25 years.

12,782

Providers and practices
served since 2001

1,354

New York providers
supported today

9.5M+

Claims processed since
2001

22

States served

WCH FIGURES AS OF SEPTEMBER 2026

SPOKESPERSON

Olga Khabinskay, Chief Operating Officer. Oversees credentialing and payer enrollment, claims operations, and chart auditing for providers across 22 states. Contributor to *Medical Economics*. Full bios, photographs and expert topics follow.

Olga Khabinskay

CHIEF OPERATING OFFICER, WCH SERVICE BUREAU

BIOGRAPHY — 150 WORDS

Olga Khabinskay is Chief Operating Officer of WCH Service Bureau, a Brooklyn-based company that has managed billing, credentialing, chart auditing, and compliance for independent medical practices since 2001. She oversees credentialing and payer enrollment, claims operations, and audit readiness for providers across 22 states — a book of business that has included more than 12,700 providers and practices and more than 9.5 million claims since 2001.

Her work sits where payer rules meet small-practice operations: what actually makes a credentialing application take months, which claim denials are preventable, and how prior authorization timelines land on practices with no back-office staff to absorb them. She is a contributor to *Medical Economics* and speaks on practice economics, documentation compliance, and the administrative burden carried by independent providers.

Olga is based in Brooklyn, New York. Contact press@wchsb.com. LinkedIn [linkedin.com/in/olga-khabinskay-04803410](https://www.linkedin.com/in/olga-khabinskay-04803410)

BIOGRAPHY — 50 WORDS

Olga Khabinskay is Chief Operating Officer of WCH Service Bureau, a Brooklyn firm that has handled billing, credentialing, and compliance for independent medical practices since 2001. She oversees credentialing, claims operations, and chart auditing for providers in 22 states, and writes on practice economics for *Medical Economics*.

ATTRIBUTION LINE

Olga Khabinskay, Chief Operating Officer, WCH Service Bureau

PHOTOGRAPHS

VERTICAL
HEADSHOT

HORIZONTAL
ENVIRONMENTAL

IN ACTION

Photographs may be used free of charge with credit to WCH Service Bureau.

Download the high-resolution pack —

drive.google.com/drive/folders/1kUbm3J0OVWXbxexJsXObWdM3TGRVTQYJ

PUBLISHED WORK

Medical Economics

Author page — medicaleconomics.com/authors/olga-khabinskay

WCH has handled the administrative side of independent practices since 2001 — credentialing, claims, auditing and compliance. As Chief Operating Officer, Olga Khabinskay runs that work across 22 states and speaks to what the payer relationship looks like from the provider's side of it.

Why provider credentialing takes months, and which parts of the delay the practice itself creates

CREDENTIALING

What payer enrollment looks like from the provider side: queues, committee cadences, and the gap between approved and billable

CREDENTIALING

Which claim denials are preventable, and why administrative errors outnumber medical-necessity disputes

DENIALS

How prior authorization delays land differently on a three-physician practice than on a health system

PRIOR AUTH

What CMS-0057-F changed for providers in practice, and why compliance is unmeasurable without timestamps

POLICY

Documentation and coding compliance: audit exposure for small and solo practices

COMPLIANCE

Medicaid and Medicare policy changes and their cash-flow effect on independent practices

POLICY

AI in claims review, from the provider side of the desk

TECHNOLOGY

The economics of staying independent: what actually pushes a small practice toward selling to a health system or a private-equity platform

PRACTICE ECONOMICS

What compliance costs a small practice: administrative headcount, software, and the price of doing it manually

PRACTICE ECONOMICS

Building and running a healthcare services company as a woman executive: a Brooklyn company since 2001, now working across 22 states

LEADERSHIP

INTERVIEW LOGISTICS

Response time Same business day. Mark the subject line "deadline" for a faster reply

Formats Phone, video, email Q and A, live broadcast, podcast

Languages English, Russian

Location Brooklyn, New York, Eastern Time

Booking press@wchsb.com

COMPANY

Founded	2001, Brooklyn, New York
Headquarters	Brooklyn, NY
Additional offices	South Richmond Hill, NY and Thousand Oaks, CA
Chief Operating Officer	Olga Khabinskay
Online	wchsbs.com — linkedin.com/company/wch-service-bureau
Scale	12,782 providers and practices served since 2001. 1,354 New York providers today. 9,522,462 claims processed since 2001. 22 states. WCH internal records, as of September 2026

SERVICES AND SOFTWARE

- Medical billing and claims
- Credentialing and payer enrollment
- Chart auditing and compliance
- Practice management and practice start-up support
- Software built in-house: CredenApp for credentialing management, PMBOS, iSmart EHR, Real-Time Eligibility
- Clients: independent practices, clinics, laboratories, imaging centers, solo and small-group providers

INDUSTRY FIGURES WE CAN SPEAK TO

- **90–180 days** — typical credentialing turnaround from submission to approval¹
- **More than half** of medical practices reported credentialing-related denials rising, MGMA Stat poll, August 2021¹
- **83%** of provider organizations still run payer enrollment on manual or semi-automated workflows, and **51%** had credentialing team turnover in the prior year, survey of 507 provider organizations, January 2025²
- **\$21 billion** — remaining annual savings available from automating manual administrative transactions, 2025 CAQH Index reporting 2024 data³

¹ MGMA, "Navigating the credentialing gauntlet: Key actions for revenue cycle management" — mgma.com/articles/navigating-the-credentialing-gauntlet-key-actions-for-revenue-cycle-management

² "The 2025 State of Payer Enrollment and Credentialing", survey of 507 provider organizations, published January 22, 2025 — prnewswire.com/news-releases/slow-credentialing-and-enrollment-are-draining-revenueand-most-healthcare-teams-arent-tracking-the-loss-according-to-medallion-report-302352239.html

³ 2025 CAQH Index — caqh.org/insights/index-report

Three approved lengths. Please use them as written — we do not maintain other versions.

25 WORDS — QUOTE ATTRIBUTION

WCH Service Bureau is a Brooklyn-based medical billing, credentialing, and compliance company that has supported independent healthcare providers nationwide since 2001.

50 WORDS — PRESS RELEASES AND BYLINE FOOTERS

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100 WORDS — FULL DESCRIPTION

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ATTRIBUTION FOR QUOTES

Olga Khabinskay, Chief Operating Officer, WCH Service Bureau

SLOGAN

Your trusted partner for billing and credentialing expertise

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