

Cultural Daily

Independent Voices, New Perspectives

Top 5 Healthcare Virtual Assistant Services for Privacy, Security, and Compliance

Our Friends · Monday, September 28th, 2026

When phones keep ringing and insurance follow-ups pile up, a healthcare virtual assistant can give your in-office team breathing room. The harder question is who should have access to patient information, and what safeguards should come with that access.

I compared Wing Assistant, Hello Rache, My Mountain Mover, MEDVA, and Portiva on their stated security practices, staffing models, supervision, and terms. Wing is my top pick for practices that want dedicated administrative support, a clear management contact, and security documentation to review.

This review covers vendor-described services, not a hands-on deployment or an independent compliance audit. Treat security statements as questions to verify, not proof that a service meets your obligations. Get current pricing and contractual terms in writing before committing.

Key Takeaways

- Wing Assistant is my top pick for compliance-minded practices. Its stated security credentials, dedicated assistant, Client Success Manager, and flexible monthly plans make it the most balanced option here.
- Hello Rache suits practices that prefer hourly billing. Its same-assistant model supports continuity, but security documentation still needs a separate review.
- My Mountain Mover fits full-time staffing needs. It describes managed onboarding and a BAA included in the client contract.
- MEDVA is worth considering for specific security requirements. Its advertised security tiers include an optional secure-facility arrangement that requires closer review.
- Portiva offers a trial-led approach. Confirm eligibility, task scope, and trial conditions. For every provider, settle the BAA and access controls before sharing protected health information.

How I tested

I assessed the service descriptions against five practical criteria. My focus was whether a practice manager could define the assistant's job, understand the oversight, and identify what still needed verification.

Privacy and security posture. I looked for stated HIPAA training, BAA arrangements, encryption, and references to SOC 2 or ISO 27001. Those references can guide diligence, but neither a

marketing statement nor a general security credential independently establishes HIPAA compliance.

Staffing model and supervision. I considered dedicated versus pooled staffing, continuity, and who handles quality issues. A named management contact is useful only if responsibilities and escalation procedures are clear.

Scope of work and contract terms. I focused on administrative support, scribing, reception, and billing tasks. I also considered hourly versus monthly arrangements, full-time commitments, and how a practice can adjust coverage.

Pricing transparency and EHR familiarity. I compared how vendors explain their pricing models rather than relying on unverified rate figures. I treated EHR familiarity as a person's ability to work in software, not evidence of a native integration.

Support. I considered account management, onboarding help, and the route for resolving missed shifts or workflow problems. These details matter when your office manager cannot supervise every task.

Review the BAALimit accessExamine evidenceResponsibilitiesOnly necessary recordsScope and currencyUse these checks before an assistant receives access to patient records.

What is a healthcare virtual assistant?

A healthcare virtual assistant is a remote staff member who supports tasks such as scheduling, intake, insurance verification, prior authorization paperwork, scribing, and billing follow-ups. The services reviewed here provide human support, not autonomous medical decision-making. A worker's medical background does not authorize independent clinical care.

Because these roles may involve protected health information, or PHI, define access before onboarding, the same way you'd think about **protecting personal information** anywhere else it's handled on your behalf. Obtain an appropriate business associate agreement, or BAA, and give the assistant only the permissions needed for assigned tasks. Clinical questions should follow a written escalation route to your licensed team.

Scheduling, patient intake, billing follow-ups, administrative support, with practice-defined boundaries. Start with a defined administrative workflow rather than unrestricted chart access.

1. Wing Assistant

Best overall for practices seeking dedicated support, supervision, and a security-focused starting point.

Wing Assistant pros

- States ISO 27001 and SOC 2 credentials, HIPAA-compliant workflows, and encryption in transit and at rest.
- Pairs a dedicated assistant with a Client Success Manager for quality questions and escalations.
- Advertises no-commitment monthly plans with options to increase or reduce hours.
- Describes assistants working in Epic, Athenahealth, and Kareo for administrative tasks, not native integrations.

- Describes part-time and full-time plans with published plan cards for budgeting discussions.
- Outlines NDAs and healthcare-specific policies in its service description.
- Focuses on practical non-clinical work, including scheduling, intake, and billing follow-ups.

Wing Assistant cons

- Monthly plans need an hours-based comparison with hourly offers.
- Wing's workspace and app need to fit into your team's task-management routine.
- Published case-study results are examples, not promised savings or error reductions.

My experience with Wing Assistant

Wing earns the top spot because its described package brings together dedicated staffing, a supervisory contact, and specific security claims to investigate. I particularly like that the conversation can move beyond a general HIPAA-training statement to questions about encryption and the scope of its stated ISO 27001 and SOC 2 credentials.

The Client Success Manager is the most useful operational detail for me. Practices often need help resolving workflow questions, not just filling hours. For example, an incomplete intake form needs an agreed flagging and escalation process. Wing's described management layer gives the practice a contact for working through that process instead of leaving every issue with the office manager.

For practices comparing a **virtual assistant in healthcare**, this support model is worth examining.

I would still request the underlying security documentation and check which entity, services, and reporting periods it covers. The same care applies to EHR access. An assistant working in Epic, Athenahealth, or Kareo is a person using permissions you grant, not a native integration that automatically manages access or compliance.

The monthly structure also appeals to me for a measured start. A practice can define a narrow administrative workload and discuss how coverage may change as demand becomes clearer. Confirm adjustment rules and notice requirements first, and judge performance against your own quality checklist rather than published client outcomes.

Dedicated assistant+Client Success ManagerAssigned administrative workQuality questions and escalationsWing's described staffing and support model, not a record of tested performance.

Wing Assistant pricing

Wing publishes its plan cards: \$1,099 a month for 80 hours part-time and \$1,799 a month for 160 hours full-time, on no-commitment terms. That makes it the only provider here you can budget against before a sales call. Confirm current rates, adjustment rules, and the support covered by the fee. That gives you a fair comparison with services billed strictly by the hour.

I see the value proposition in the combined assistant and Client Success Manager arrangement, rather than the headline rate alone. Budget against hours you will actually use. A flexible service plan also does not replace the need for a signed BAA and agreed data-handling responsibilities.

2. Hello Rache

Best suited to practices that prefer an hourly model and consistent staffing.

Hello Rache pros

- Describes a flat hourly rate and weekly billing.
- Advertises no contracts and no setup fees.
- Emphasizes working with the same assistant each day.
- Says assistants can work within the practice's existing EMR or EHR.
- States that assistants complete HIPAA training and follow privacy and security protocols.

Hello Rache cons

- Offshore staffing may conflict with a practice's or payer's location policies.
- The administrative and scribing scope should not be treated as licensed clinical care.
- The pricing-page description does not establish SOC 2 or ISO credentials.

My experience with Hello Rache

Hello Rache's straightforward hourly model is its main appeal in this comparison. A small practice can discuss a defined workload without first choosing between several monthly packages. I would still confirm minimum hours and scheduling expectations before assuming the arrangement fits a limited weekly workload.

The same-assistant approach also makes practical sense. Continuity gives someone time to learn scheduling preferences and routine payer requirements. Its EHR statements describe a person working in your system, so software permissions and task-specific training remain important.

I would spend more time on security documentation than the simple billing model might suggest. HIPAA training is useful, but it does not answer every question about devices, access logs, incident reporting, or subcontractors. Ask for the BAA and supporting policies before granting chart access.

Hello Rache price

Hello Rache describes flat hourly pricing, weekly billing, and no setup fees or contracts. Confirm the current rate, required hours, and cancellation terms directly. A clear hourly offer is helpful, but total cost still depends on the coverage your practice needs.



Photo: Cedric Faunteroy via Pexels

3. My Mountain Mover

Best suited to practices ready to fill a managed, full-time administrative role.

My Mountain Mover pros

- Offers dedicated, full-time placements designed for continuity.
- States that a BAA is included in the client contract.
- Describes candidate vetting and HIPAA training.
- Provides account management and structured onboarding support.

My Mountain Mover cons

- Pricing requires a quote, making an early cost comparison harder.
- The full-time model is a poor fit for practices needing only a few hours each week.

My experience with My Mountain Mover

My Mountain Mover reads more like a managed staffing arrangement than a block of task hours. That structure makes sense for a practice with enough billing, reception, or administrative work to occupy a full-time assistant. Account management and onboarding are central to its appeal.

The stated inclusion of a BAA in the client contract is useful because it makes that discussion part of the expected process. I would still review the actual language, including responsibilities for incidents and ending access. Having a BAA available is not the same as verifying the safeguards behind it.

The main trade-off is the staffing commitment. A practice with a small prior-authorization backlog may not need a full-time placement. Before a discovery call, map out recurring tasks and realistic weekly hours so the proposed role solves a continuing need rather than a temporary spike.

My Mountain Mover price

Pricing is quote-based and tied to the full-time placement model. Ask for a written breakdown of included support, onboarding, replacement arrangements, and contract terms. Review the BAA alongside the quote rather than treating it as paperwork to handle after selection.



Photo: Vitaly Gariev via Pexels

4. MEDVA

Best suited to buyers who need to discuss defined security tiers or facility-based staffing.

MEDVA pros

- Describes pricing that varies by role and security tier.
- Offers full-time placement options.
- Advertises an optional secure-facility tier described as Epic-approved.
- States that HIPAA and cybersecurity training is mandatory, delivered in partnership with Compliancy Group.
- Describes a range of healthcare support roles.

MEDVA cons

- Public pricing does not fully establish costs for each role and tier.
- Facility-based and higher-security options require a tailored quote to understand the added cost.

My experience with MEDVA

MEDVA is worth a closer look when your practice has requirements that need a facility-based arrangement rather than an assistant's home office. The important step is to translate those requirements into specific controls. Ask what the advertised facility tier changes about devices, physical access, monitoring, and incident handling.

Its named training-validation partner provides a concrete follow-up question, not an independent compliance conclusion. Likewise, ask what "Epic-approved" means for the offered service and your intended workflow; it does not establish a native software integration. I would compare the

written controls and role description before deciding whether a higher tier is necessary.

Support role+Security tier=QuoteRequest the controls and included services in writingCompare MEDVA quotes against the same role and security requirements.

MEDVA price

MEDVA describes rates that depend on the role and security tier, with facility-based options priced separately through the sales process. Request a current quote that identifies staffing hours, controls, and included support. A starting-rate advertisement is not enough to budget for a particular tier.



Photo: Anna Tarazevich via Pexels

5. Portiva

Best suited to practices exploring a narrowly scoped trial, subject to confirmed terms.

Portiva pros

- Promotes a seven-day free trial on its service page.
- Describes human assistants rather than autonomous AI systems.
- Covers administrative work, scribing, and prior authorization support.
- Advertises starting-rate information for healthcare assistant services.

Portiva cons

- Information is spread across multiple pages, making scope and terms harder to compare.
- Exact task coverage and trial conditions need written confirmation before onboarding.

My experience with Portiva

Portiva's trial offer provides a possible way to explore workflow fit before a longer engagement. I appreciate the explicit distinction between human staff and AI, although the actual role still needs clear boundaries. Confirm what the trial includes and whether any charges or commitments follow it.

I would test one task, such as insurance verification for a limited schedule, and review the work closely. A short trial can reveal communication habits and obvious process gaps, but it cannot establish long-term reliability or security compliance. Put the BAA, access limits, and escalation rules in place before the trial, not afterward.

Portiva price

Portiva advertises starting rates and a seven-day trial. Verify current availability, eligibility, included hours, and the rate after the trial. Because the descriptions span several pages, ask for one written offer covering scope, fees, and cancellation conditions.



Photo: Thirdman via Pexels

Conclusion

Wing Assistant is my top pick for a practice prioritizing privacy, security, and supervised administrative support. Its combination of stated security credentials, a dedicated assistant, a Client Success Manager, and flexible monthly plans gives buyers a useful starting point. The recommendation remains conditional on reviewing the actual documentation and terms for your engagement.

Hello Rache is a practical runner-up for hourly billing and continuity. My Mountain Mover fits a full-time staffing need with structured onboarding. MEDVA deserves consideration when specific requirements call for security tiers or facility-based work, while Portiva offers a potential route to a contained trial.

Before choosing, request the BAA, check the scope of security evidence, and write down exactly what the assistant can access and do. Start with a defined workflow and review accuracy, communication, and escalations before expanding. Wing's described staffing and support model makes it my preferred option for that measured approach.

Photo: Karola G via Pexels

[CLICK HERE TO DONATE IN SUPPORT OF OUR NONPROFIT COVERAGE OF ARTS AND CULTURE](#)

This entry was posted on Monday, September 28th, 2026 at 3:26 pm and is filed under [Check This Out](#)

You can follow any responses to this entry through the [Comments \(RSS\)](#) feed. You can leave a response, or [trackback](#) from your own site.