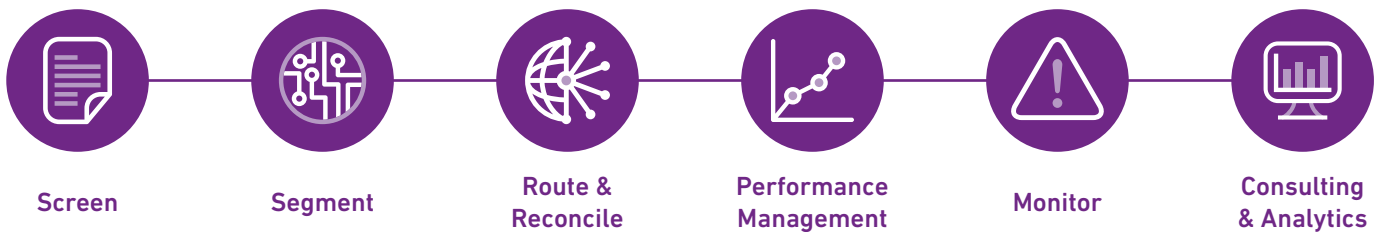


Collections Optimization Manager

Spending too much time and money collecting patient payments?

Collections Optimization Manager changes all that and dramatically improves your patient collections. It makes your collections staff more productive, whether in-house or outsourced, through a targeted approach backed by in-depth data and advanced analytics. We help you prioritize accounts by payment probability and use the best communications methods for each patient segment so you can more efficiently collect a greater percentage of money owed.

How we do it
Collections Optimization Manager has six components, customized based on your specific patient collections challenges:



1. Screen By screening out bankruptcies, deceased accounts, Medicaid, and other charity eligibility, your collections time is spent on accounts that have a higher likelihood of payment.

2. Segment Driven by a highly predictive, healthcare-specific collections scoring algorithm we prioritize inventory and produce optimal collection treatment strategies to maximize recovery.

3. Route & Reconcile Our data-driven rules engine builds routing and recall rules that distribute accounts to the internal and external servicing channels that are most likely to collect the amount owed and reconciles vendor inventory.

4. Performance Management Evaluating in-house and outside vendor collection performance is possible with real-time dashboards and reports that target key performance indicators. Comparing them to industry standards improves patient payment forecasting and more precisely manages bad debt reserves.

5. Monitor Unpaid accounts are monitored for changes in a patient's contact information or ability to pay. When a patient becomes employed, pays off delinquent accounts, or shops for credit, the in-house staff or the collection agency working the account is notified.

6. Consulting & Analytics A full-time, dedicated revenue cycle consultant and data analyst work hand-in-hand with you. These experts recommend best practice collections strategies, evaluate reports for opportunities, and provide valuable industry insight.

<p>West client</p> <p>\$19M identified</p> <p>Medicaid coverage in 18 months</p>	<p>Northeast client</p> <p>\$14M reconciled</p> <p>40K accounts not loaded by agency found and reconciled</p>	<p>Midwest client</p> <p>\$25M increase</p> <p>in total collections in 3+ years</p>	<p>Northeast client</p> <p>\$4M recovered</p> <p>5% increase in agency recoveries with the use of monitoring</p>
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What you get

- Increase patient collections
- Reduce cost to collect
- Improve patient satisfaction
- Identify performance improvement opportunities