

# PATIENT CONTACT LIFECYCLE

Before sending accounts over.....

\*INSURANCE HAS PAID, DENIED OR FULFILLED THEIR OBLIGATION

\* YOU HAVE NOTIFIED THE PATIENT 1-2X THEIR RESPONSIBILITY AND ALLOWED TIME (60 DAYS OR SO) FOR THEM TO PAY OR WORKOUT AN AGREEMENT TO PAY YOU.

\* LOGIN TO THE DASHBOARD AND CLICK ON THE BOX NEXT TO THEIR NAME TO SEND THE ACCOUNT OVER TO OUR COMPANY!

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**\*This is what happens when you assign an account to us!**

**“PROPHY” (E.G.PREVENTATIVE TREATMENT )= FLAT FEE COLLECTIONS SERVICE - YOU KEEP 100% OF THE RECOVERY. Your software automatically reports any and all payments. You are 100% in control on a case by case basis to start, stop, pause, settle, forgive, etc.**

•METHOD	DAYS AFTER TURNING OVER
•First Party Statement Sent	1
•First Party Call Campaign (3 Attempts in Clients Name)	5-11
•First Party Call Campaign (3 Attempts in Clients Name)	12-18
•Balance Verification Audit	20
•Audit Call Campaign (6 Attempts)	34-60
•Mailgram Letter	60
•Phone Call Campaign (3 Attempts)	60-66
•Final Demand Letter	75
•Phone Call Campaign (3 Calls)	80-86
•Attorney Demand Letter	90
Assignment Transfer Notice -30 day grace period	95
<i>*Escalates automatically unless you cancel prior to transfer on day</i>	<b>125</b>

**•“EXTRACTION” (E.G. TRAUMATIC/BLOODY/COSTLY) = CONTINGENCY COLLECTIONS SERVICE- YOU GET 50% OF ANY RECOVERY NO CHARGE IF NO COLLECTION- You have no control.**

- No expectation of the patient returning account is over 6 months old
- We will continue to pursue the account and the responsible party will pay us directly
- Includes Negative Report to the Credit Bureaus-\*if allowable
- You are mentally writing off the account as uncollectible and moving on
- Low expectation of ever getting paid, 50% of something is 100% better than nothing