

Hello Mr. Self Pay, Can You Pay?

When should I start calling patients?
 How often should I be calling patients?
 Learn which patients pay the most!



Luke Check

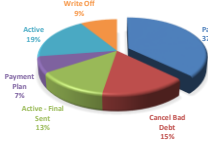
Director of AmeriE.B.O.



Data Disclosure

Accounts Listed April – June 2016

% OF TOTAL BALANCE LISTED



% OF ACCOUNTS LISTED





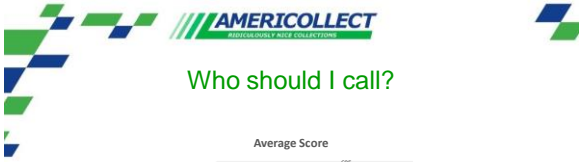
Getting Started

1. Who is going to pay?
2. How much revenue can my call generate?

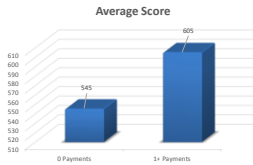


Self Check






Who should I call?

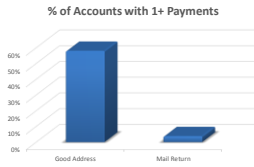


In this sample size, the highest group of scores were 17 times as likely to make a payment as the lowest group!






Who should I call?

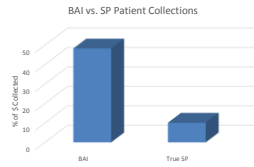


You may want to make a call to someone with a bad address, but don't invest too much time! There is a reason they moved without a forwarding address.






Who should I call?



Put more focus on your balance after insurance accounts!

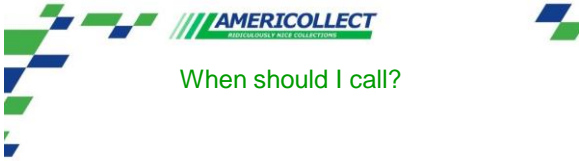




When should I call?

When they have money and want to pay!

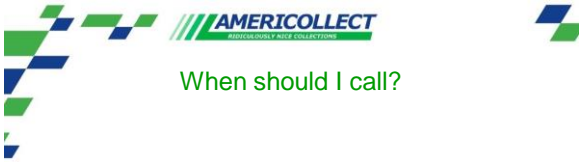




When should I call?

Simple Answer: Day 30 – Day 60

Make sure its not too soon.
Healthcare/Insurance is confusing. People need time to make sure they owe the correct amount. I know your only trying to help, but they don't.....



When should I call?

Simple Answer: Day 30 – Day 60

If you mail your second statement on day 30, **DO NOT** start calling until most of the statements have landed. You get too many objections.
I never got a statement.

Once I get the new statement I will pay.



Definition

Hand Dial

Dial each number by hand
Most Personal / Very expensive

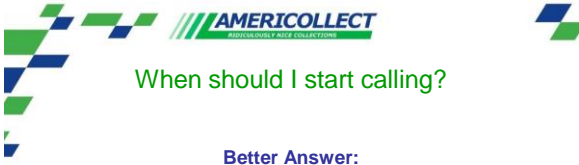
Predictive Dial

Calls are generated automatically based on staff availability. When the patient answers the phone, a live person answers.
Personal / Low Cost

Agent-less Dial

When the patient picks up a recorded message is played with an option to be connected to a live person.
Not personal / Very Low Cost





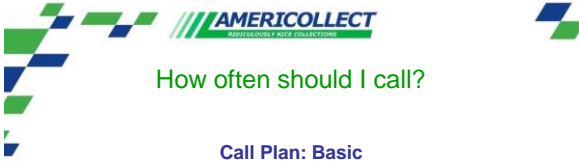
When should I start calling?

Better Answer:

BAI – 5 days after 2nd statement is sent

True Self Pay – Agent-less Call on Day 20

Make sure you have your data right!



How often should I call?

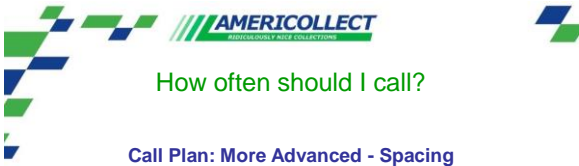
Call Plan: Basic

High (\$750+ & BAI): Three Calls

Medium (\$100-\$749 & BAI): Two Calls

Low (\$750+ & SP): One Call

Ultra(All Others): One Agent-less Call



How often should I call?

Call Plan: More Advanced - Spacing

High: 8 days

Medium: 21 days

Low: 40 Days

Ultra: (All Others): Only 1 Call



How should I talk to my patients?



How should I talk to my patients?



How should I talk to my patients?

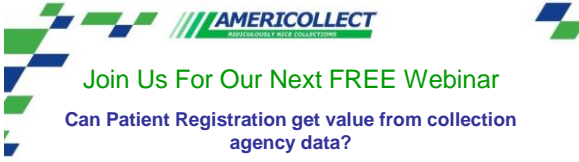
TCPA

<http://www.americollect.com/?s=tcpa>



501(r)

How are you planning to orally notify all patients of financial assistance?



Join Us For Our Next FREE Webinar
Can Patient Registration get value from collection agency data?

Should Registration Know if the Bad Debt Accounts are In Payment Plans, Skipped or Paid in Full? How can your agency help?
Thursday, December 8, 2016
1:00 – 1:30 pm
Register [here](#)



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Thank You!

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