



REASONABLY NICE COLLECTIONS

Reconciliation

Learn about different types of reconciliation is used to increase collections, stay compliant and increase customer satisfaction.



REASONABLY NICE COLLECTIONS

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REASONABLY NICE COLLECTIONS





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Making sure that we have the right accounts you think we have with the right balances.

Reconciliation



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Start Straight Stay Straight!

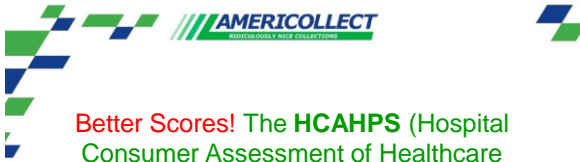


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What will a Recon get me?



Better Scores! The **HCAHPS** (Hospital Consumer Assessment of Healthcare Providers and Systems) survey is the first national, standardized, publicly reported survey of patients' perspectives of hospital care!



More Money! This is assuming that we find that there are accounts, you thought we had and didn't have!

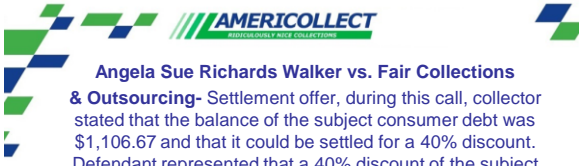




Increased Productivity! Patients who get a call or letter on the wrong amount or wrong accounts often call your staff and take up their time.



Compliance and Risk! Occasionally, we get sued over incorrect balances under the Fair Debt Collection Practices Act. A few times they have also named our provider clients under similar State laws.



Angela Sue Richards Walker vs. Fair Collections & Outsourcing- Settlement offer, during this call, collector stated that the balance of the subject consumer debt was \$1,106.67 and that it could be settled for a 40% discount. Defendant represented that a 40% discount of the subject consumer debt would result in a payment of \$665.00. However, simple examination of Defendant's offer shows that a true 40% discount would result in Plaintiff paying \$664.00. Defendant falsely represented to Plaintiff that by paying \$665.00 she was receiving a 40% discount. However, paying \$665.00 is \$1.00 short of a 40% discount. **To Plaintiff, a person with no income, a \$1.00 discrepancy is material.**





Karen Theresa-Ann Saez vs. Progressive Financial Services: Settlement offer... offered 40% on balance of \$501.42. Karen was to pay two payments of \$151.33 (the math should have been 150.42 twice) During this call, Keller stated that the balance of the subject consumer debt was \$501.42 and offered a settlement for what he represented as a 40% discount. Defendant signified that a 40% discount of the subject consumer debt would result in two payments of \$151.33. However, examination of Defendant's offer shows that Plaintiff would pay a total of \$302.66, leaving her short of receiving a 40% discount. However, Plaintiff paying the amount proposed is \$1.82 short of a 40 percent discount. **To Plaintiff, a person with no income, a \$1.82 discrepancy is material.**





Hockenberry vs. Americollect: Sierra stated that I had 11 accounts in total with Americollect and went on to list amounts of: \$2.27, \$2.27, \$2.27, \$2.91, \$28.00, \$32.52, \$285.00, \$39.00, \$37.00, and \$206.00. Upon review, Sierra only provided me information on 10 accounts totaling \$637.24. Confused over the numbers provided to me by Americollect, I spoke with Consumer Law Partners, LLC regarding my rights. **To Plaintiff, a person with no income, a \$2.91 discrepancy is material.**





Types of Recon Opportunities

- » New Business Placements
- » Payments and Adjustments Made to Provider after listing for bad debt
- » Cancel and Return Reports provided by agency
- » Monthly Entire Inventory

- » **Where do you start?**





New Business Placements.

- » Data files should have a trailer and header records with the amount of accounts within the data file and number of records.
- » Americollect then processes the file. If the trailer record doesn't balance, we put the brakes on and contact your office.
- » We send a file of "Duplicate Re-Listings" needing to be investigated.
- » We send a file of "Small Balance" Rejects needing to be changed to show not listed for bad debt.





Automated Acknowledgement

Acknowledgement of Accounts Listed

Date: 08/02/2016
 Contact Name:
 Creditor Name:
 Creditor #: 260

Amount Listed: \$8,958.89
 Number Listed: 16
 Average Balance: \$559.93
 Average Age of Accounts: 9 months

Because your accounts deserve privacy, we have posted your acknowledgement on our website. You can view, print or save your acknowledgement from our secure website at www.americollect.com.





New Business Placements

- » We send a file of "Duplicate Re-Listings" needing to be investigated. Why did the account get re-listed? We bump up the new business placement file with our existing inventory to prevent duplicate file listings.
- » We send a file of "Small Balance" Exception Reports needing to be changed on the provider system to show not listed for bad debt. This can be an automated process if you wish.





New Business Placements

- » File Management: Time, day of week, frequency, agency code, blank files, and naming configuration (mm-dd-yyyy_Americollect).



Payments applied day of write off?
When does the system finalize this payment?





Payments and Adjustments

- » Payment and adjustment files sent to agency should be sent daily.
- » Automated and SFTP'd every night – 7 days a week. Blank files. No human intervention.
- » Payment and adjustment codes built into our programming. Brakes are applied if a code appears and we don't have it in our list.
- » [Original mapping](#) should be agreed to and confirmed.





Payments and Adjustments

- » What elements should you send?
- » Americollect payment files processing in our current status, last payment amount, last payment date and amount. If we balance it is automated and posted. If we don't balance, then it moves to a manual review.
- » Access to your system helps decrease our communication to your team for the manual review.
- » Refund Rules and Communication: Typically, Americollect will do the refund or apply to a different balance.





When are all payments finalized on your system on a daily basis?





Cancel and Return Reports

- » Cancel Statute of Limitation
 - » Cancel Deceased
 - » Cancel Bankrupt
 - » Cancel Second Placement
 - » Cancel Uncollectible
- » These should be mapped to an automated process to cancel the accounts in your system in a timely manner. Manually – ER at night.





Monthly Full Inventory

- » AMC Listed Not in Recon
- » In Recon Not Listed at AMC
- » Balance Mismatch
- » Balanced

» Sample File



Payments Collected by Agency

- » Electronic file of payments. HIPAA 835.
- » Return Files from Agency.
- » Monthly remittances.

- » 07-31-2016 (Agency month end remittance)
- » 08-10-2016 (Provider applies 835 file)
- » 10 Day Gap = False Positives



Never pull the recon inventory files on the same day!







Steps and Order

- » The provider must have posted all of the collection agency payments and returns for the last month. Then they should take a snap shot of the inventory.
- » The agency should take a snap shot at the end of month for existing accounts listed and store that inventory.
- » This will decrease the amount of "False Positives." There will always be some gaps in timing.



Automated Inventory Build Daily

- » Some providers will build an inventory file every single day.
- » Manually send monthly after the provider posts all of the agency placements and returns.



Tip of Iceberg

- » Root Cause:
 - » All of these payment types are never getting reported to agency.
 - » Every payment on this day was not reported.
 - » Every account in the new business placement file on that date was not listed.
 - » Every account new business placement file was listed twice.





Join Us For Our 501r FREE Webinars

501r (4)

In this presentation you will learn:

1. FAP Requirements: Possible Additions and Required Additions
2. Plain Language Summary: What is it and how to create it.
3. Widely Publicized: What are the Requirements
4. Emergency Medical Care Policy: Requirements

Thursday, August 18

1:00 – 1:45 pm

Register [here](#)

501r (6)

In this presentation you will learn:

1. What are the NEW Extraordinary Collection Actions (ECA)
2. What are NOT ECAs
3. How to Notify of "intended" ECAs
4. Application Period Suggestions
5. Suggestions for 501r Compliant Collection Policy

Thursday, August 25

1:00 – 1:45 pm

Register [here](#)





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 Magazine's Fastest Growing
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SEVEN time winner of
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