



Can the Patient Registration Department get value from collection agency data?

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We are not a Credit Reporting Agency like
Trans Union, Equifax and Experian.

We can ONLY share **your**
data back with you.



Increase in Self Pay





You need an appointment if you want to see the big guy!

You have something they want... an appointment. The patient at least needs to hear you out in order to get the appointment.



We are seeing many back end business office team-mates working in patient registration because of high deductible self pay discussions. They have the skill.

- » Most providers are not thinking of having detailed collection conversations and many simply want the advantage of "Big Data" in front of their patient registration people.



Old School

- » In the past, it is my opinion that providers would distance themselves from the accounts turned over to a collection agency because they frankly were too aggressive with collection.
- » Today's collection agencies are different, at least this Ridiculously Nice Agency! ;)
- » We aren't asking you to be proud that you turned them over to our office.. just don't be afraid to acknowledge it.

Big Data – Agency Provides

- » Current address of patient
- » Current phone numbers
- » Current employer
- » Date of last payment and amount at agency
- » Total guarantor balance (from multiple systems)
- » Legal status of accounts (summons, judgment, garnishment).
- » Payment plan status
- » Mail return or no phone status
- » # of unique listings with a payment in last 18 months

Our Address and Phone Numbers

- » WARNING!
- » They may not be as accurate as a patient calling you and you validating that it is them.

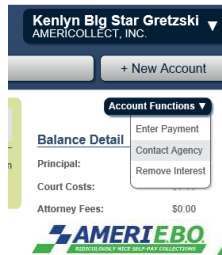


No Communication

- » One strategy may simply be to have your registration person have knowledge, but not discuss anything with the patient.
 - » Current Address of Patient
 - » Current Phone Numbers
 - » Current Employer
- » Simply compare and send updated information to Americollect.

Sending Updated Info

- » Epic – has update file
- » Guarantor Inventory Compare nightly process
- » www.americollect.com
- » Send us an email
- » Pick up the phone





Financial Assistance

- » If your team notices indicators of a person who is struggling and may need assistance, having their previous bad debt experience will be helpful to them.
- » Now may be a good time to have the discussion prior to services; they may be more relaxed.
- » You may be talking to the “right guarantor” – think of the good will this brings to direct them to the right state programs before the services are rendered.





Nudge Communication

- » After appointment date and time is communicated.
 - » *"I see you have an account already listed for collection. Do you have a pencil? The collection agency is Americollect and their phone number is 800-838-0100. To make a payment visit their website, americollectpay.com or use their web chat. To email them, info@americollectpay.com"*
- » Expect these responses:





Responses

- » I already paid that.



Responses

» They've never called me or sent me anything.



Responses

» I never knew I owed anything else.



Responses

» My wife paid that just this last week.



Responses

» They were rude to me.



Responses

» My insurance should have paid that.



Responses

» Who was the patient, what was it for?

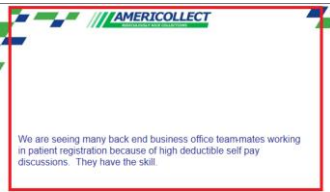


Responses

- » That is my ex-husbands.



Remember this slide?



- » Yes, these can be difficult conversations, but not for an experienced person who is use to handling objections like this.

- » The person handling the call needs the skill of **deflecting** a possible white lie and figuring out if it is a white lie.



General Response

- » *"You know, I don't have access to Americollect's system, so you may want to call them. Do you have a pencil? Americollect's phone number is 800-838-0100 or do you have that information at your home?"*
- » If they continue with the objection, it may not be a white lie, but if they take the phone number or say I have their information at home, then it is likely to be a white lie.



White Lie – But Why?

- » Split second decisions.
- » Don't want to hurt your feelings.



Responses

- » I already paid that.
- » *"Great news! Thank you. I am sure Americollect will be updating us on our next report. If you would like I can still give you their phone number just to make sure there are not multiple accounts for different dates of service. Do you have a pencil? Americollect's phone number is 800-838-0100 or do you have that information at your home?"*
- »





Responses

- » They've never called me or sent me anything.
- » *"Maybe they have the wrong address or phone number. Would you like to call them or should I to update the address and phone number?"*



Responses

- » I never knew I owed anything else.
- » *"Well I am glad I told you about it, now you know. Would you like me to have them call you or would you prefer to call them yourself? Americollect's phone number is 800-838-0100 or do you have that information at your home?"*



Responses

- » My wife paid that just this last week.
- » *"Great news! Thank you. I am sure Americollect will be updating us on our next report. If you would like I can still give you their phone number just to make sure there are not multiple accounts for different dates of service. Do you have a pencil? Americollect's phone number is 800-838-0100 or do you have that information at your home?"*





Responses

- » They were rude to me.
- » *"I am sorry to hear about this. I know they record all of their calls, so we can easily listen to the call. I don't believe I've heard they have been rude to patients in the past. Would you like me to investigate or would you rather call their office and make a complaint for them to investigate? Are you sure it was Americollect or do you think it may have been a different collection agency? How would you like to handle this?"*
- » Inbound V Outbound Responses
- » Still document. Still let us know.





Responses

- » My insurance should have paid that.
- » *"You know it looks like your insurance applied this to your deductible. (do not pause) Would you like me to have Americollect call you and discuss this or would you rather call them? I have their phone number or you can go online at www.americollectpay.com. What works best for you?"*
- » *I will call them.*
- » *"Great, I will let them know you will be calling them."*





Responses

- » Who was the patient, what was it for?
- » *"You know it looks like your Rudolph was the patient. (do not pause) Would you like me to have Americollect call you and discuss this or would you rather call them? I have their phone number or you can go online at www.americollectpay.com. What works best for you?"*
- » *I will call them.*
- » *"Great, I will let them know you will be calling them."*





Responses

- » That is my ex-husbands.
- » "I don't know how Americollect handles that situation. (do not pause) Would you like me to have Americollect call you and discuss this or would you rather call them? I have their phone number or you can go on line at www.americollectpay.com. What works best for you?"
- » I will call them.
- » "Great, I will let them know you will be calling them."



Some of you are saying... my team could not do this.

Others are saying ... we already have the skills to handle these objections....



Should you take money on bad debt accounts?





Is Rudolph's nose red?



Yes, take the money, but REPORT IT TO US!





Upcoming Webinar

» **Medicare Bad Debt** – Claiming Medicare bad debt is the easy part! Passing an Fiscal Intermediary's audit is the hard part. In this webinar you will learn some tips on how to pass an audit and suggestions on when to claim on the cost report.

Thursday, January 19, 2017
1:00 PM - 1:30 PM CST

To register for webinars please visit
<http://www.americollect.com/knowledge/upcoming-webinars/>





Thank You!

EIGHT time winner of Inc Magazine's Fastest Growing Private Company -2009 to 2016!



EIGHT time winner of InsideARM.com Best Places to Work in Collections – 2009 to 2016!