

## PCC (Pre-Collect Call)

This service will contact all Self Pays, for the price of a statement \$.50, and thank the patient two times for their business, let them know that a patient due statement should be received in 5-7 days for \$xxx.xx balance. If they have questions, they can call (xxx) xxx-xxxx, followed by another thank you for their business.

This message creates goodwill and positive PR along with identifying any balance due from patient. This call does not ask for money. However, it just may improve collections. We can track and monitor those calls that use our IVR to identify themselves. See below example. The messages can and should be client driven. This service is used to generate appointment reminders for physician offices, to announce a new wing/service or anything that a Hospital or Physicians Practice chooses. All we need is a file that contains the information they want to relay.

Example: [IVR] Hello, this is a call from ATLAS Medical Center with an important message for John Doe. Please press one to verify identity. [Press 1] Please enter the last four digits of your social security to verify your identity per HIPAA security protection. [Enter last four digits] We at ATLAS Medical Center would like to thank you for choosing us as your healthcare provider for the date of service, May xx, 2008. We would like to inform you that you will receive a patient due statement in 5-7 days with a balance of \$xxx.xx. If you have any questions or concerns please contact our Customer Service Department at (xxx) xxx-xxxx. Thank you for choosing ATLAS Medical Center for your healthcare needs. [End Call]

We will track those calls out of the total placed with us that verified their names. This will let the Client know how many received the Thank You courtesy call. From this, we can also monitor with the client any increase in cash collections. The push here is more on the Customer Service/PR side and improving cash flows.

This service offers another benefit for Physician Groups that would like an automated appointment reminder. Again, for the price of a statement \$.50, this will decrease no shows and free up valuable time to reallocate your staffing resources.