



Patient-Owed Receivable Billing and Collection Manual

Patient-owed receivables are critical to the profitability of today's DME companies. This valuable part of your revenue has traditionally been ignored and is still misunderstood. With continued reductions in payer allowables, now is the time to tap into this vital source of revenue and cash flow. With growing deductibles and co-pays a typical DME has 20-30% of its revenues coming from this payer source. You literally cannot afford to ignore it any longer.

This manual has been developed to give you the tools and resources to maximize your abilities to capitalize on this area of your business yet perform it in a professional manner. Now is the time to put together an internal process for success. Below is a sample of some of the topics discussed:

- Optimizing front-end operational processes
- Optimizing front-end billing processes
- Implementing COD's
- Credit and Collection Policy
- Financial Hardship Policy
- Invoice and Statement customization
- Collection call techniques
- Conflict resolution and rebuttals
- Collection letters
- Skip tracing
- Lost equipment recovery
- Fair Debt Collections Act and staying legal
- Pursing legal action
- Sample customer dialogs
- Related forms to support all policies

The manual is provided to you on CD-Rom allowing you to customize all policies and forms specifically to your company.

Your guide to professional and effective billing and collection practices for DME and Infusion patient-owed receivables. This manual is brought to you by the industry leader in Patient Receivable recoveries.

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Following for Order Form



Specializing in HME & Infusion Reimbursement Solutions

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Patient-Owed Receivable Billing and Collection Manual Order Form

Did you like the techniques and procedures learned today? Want to learn more and be given a tool to integrate these processes into your organization? This manual is for you.

Please fill out all information completely and fax to: Dave Bargmann, Fax #330-634-9926. One (1) CD-ROM containing the manual in customizable format will be shipped within 5 business days of payment.

Purchaser Information

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