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*The Agency Quarterly*

## Newsletter Adds Value to Our Relationship

Welcome to the first issue of the HCI newsletter! We will be publishing a quarterly newsletter to pass on information and tips to our valued clients. In this issue, we have some news about our business processes, some detail about our company and about our history. We also have an advertisement for services we offer that you may not be aware of. We promise that you'll only see one ad per newsletter and it will be clearly marked.

The primary reason for this newsletter, however, is to add value to our relationship. During these tough economic times, it's more important than ever to find ways to keep our businesses efficient and profitable. To help, we want to get you information that will help accomplish that in the least obtrusive way possible.

You may ask, "How can HCI help me do that?" As part of our commitment to the

medical finance industry, the staff at HCI participates in a variety of medical finance and collection associations. We are members of HFMA, AAHAM, MGMA, and ACA International. We've held or currently hold leadership positions in all of these associations, at both the state and national level. In addition, our management has over 75 years experience in the industry. This has provided us a tremendous knowledge base in revenue cycle management that we want to share with you.

We would like to encourage you to share some of that knowledge by emailing us at [newsletter@healthcareinc.com](mailto:newsletter@healthcareinc.com) with any tips that you'd like to share with other medical finance professionals. We also welcome requests for articles, questions about us or our staff. Thank you for taking the time to look over our newsletter and we look forward to your feedback.

## HCI Implements New Communication Policies

Officially implemented on January 1st, 2009, HCI has changed two policies that will help improve communications with our clients, and thus increase greater accuracy in our day-to-day tasks.

The first policy change is regarding the communication requirements with our Client Services Department. The policy insist that all payments, returns, and updates are document in writing. While contacting HCI by email is the most efficient and preferred method of communication, we are also able to receive these written communications by fax.

If you didn't receive the appropriate email address and fax information for our Client Services Department, please contact your sales representative and they will provide it immediately.



The second policy change is regarding the use of an Account Placement Cover Sheet. (PCS) The PCS should have been given to you by your sales representative as well towards the end of 2008. The purpose of the PCS is to assist in the identification of your accounts when you place them for collections. This identification is done quickly by your client code number that is located on your PCS. For more details on either policy, see your sales representative today!

# The Distinguished History of HCI...

Healthcare Collections, LLC was founded in 1992 by Paul Peach. Paul's extensive background in the healthcare industry includes management positions at St. Luke's Hospital in Milwaukee, CFO at John C. Lincoln Hospital in Phoenix, Arizona and VP of Finance for Lincoln Samaritan Hospital of Phoenix (later part of Samaritan Health Services). Paul also worked for several years at a collection agency to gain understanding of the workings of a successful collection agency.

As a result of Paul's experience and attention to detail, HCI is currently one of Arizona's largest healthcare collection agencies in annual placements, recoveries and employees. HCI continues to grow through active participation, often at the leadership level, in several healthcare associations. By dealing with issues that effect the healthcare industry as a whole, HCI strengthens leadership skills, builds valued relationships, and provides the best service possible to its clients.

# The Collector's Pledge

Taken by all HCI employees, the Collector's Pledge is a commitment to the philosophy of treatment for patients and consumers that we communicate with each day. The pledge reads, **"I believe that every person has worth as an individual. I believe every person should be treated with dignity and respect. I will make it my personal responsibility to help consumers find ways to pay their debts. I will be professional and ethical. I commit to honoring this pledge."**

The pledge is a useful reminder that while we choose to perform the difficult task of debt collections, we can do it ethically and professionally. We would like to encourage all of our clients to accept and use the pledge in your office.



## HCI Supports the Healthcare Industry.



*If you would like to attend, call us!*

Past..



Fall Meeting, Sept. 17-19

Attendees: Dave Chohon & Joe Spiek

Type of Sponsorship: Exhibitors

Future...



Region X Meeting, Feb. 25-27

Attendees: Dave Chohon

Type of Sponsorship: Golf Sponsor

Future...



MGMA of Arizona

All Healthcare Conference, Mar. 27

Attendees: Dave Chohon & Joe Spiek

Type of Sponsorship: Speaker Session

## Our Sales Pitch - More Than Bad Debt Collections.

At HCI, an experienced claims management department is dedicated to resolving unpaid, denied and even unbilled claims with all insurance companies prior to placement for collections. Experience indicates that 20% to 30% of all accounts classified as "bad debt" can be collected from an insurance company rather than the patient. Examples of customized HCI services which can help minimize outstanding claims include:

- Eligibility verification
- Insurance claim billing/rebilling

- Insurance appeal management
- Insurance claim follow-up
- Secondary insurance claim filing
- Section 1011 claims processing

HCI is currently providing these type of services to several clients with great success! Please contact your sales representative at 602-943-3101 to learn more about these value added services from HCI.