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The Agency Quarterly

Client Access Web Portal Huge Success

For the last three months, many of our clients have taken advantage of the newest tool offered by HCI, our web based portal. What is a portal? Our Client Access Web portal is a software application accessed over the internet that is linked to our website. This software provides valuable information on the statuses of your accounts, secure communications with our office, and the ability to place accounts for collections electronically. Clients simply sign on to the portal using an User ID and Password, and they have information at their fingertips like never before. Need to verify the balance on an account, report a payment received, or update new account information such as a new address or telephone number? With the portal, these simple tasks have become more efficient and has increased the accuracy of the data being exchanged between our companies.

Here is some of the feedback we have received from users of the portal:

“Our experience with Healthcare Collections' new portal has been outstanding. It is very straight forward, user friendly, and a real time saver.” - Pam, North Valley Dermatology.

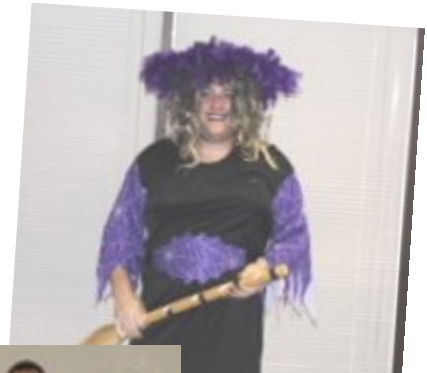
“We have found working with the portal to be very helpful and that it saves a lot of telephone time. Very user friendly...we love it!” - Juanita, Physiotherapy Associates.

“The new portal has made reporting payments and checking account balances so convenient! It's easy to login and easy to navigate. The email feature is very handy too!” - Heather, Southeast Valley Medical Group.

These users and others have found true value in the Client Access Web portal and so can you. It is free to sign up and free to use. The portal is just one of many example hows HCI continues to utilize leading edge technology to bring value to our clients. Contact your salesman today to sign up for the portal, or email us at newsletter@healthcareinc.com to request your User ID and Password.

The Collection Business can be very “SCARY”

Pictures from the HCI Halloween Luncheon, Oct. 30th, 2009.



Client Services Department Dedicated to Clients' Needs

The Agency Quarterly Reaches Milestone

As a valued client, handling your requests or concerns is one of our top priorities. Our Client Services currently consists of three dedicated team members, Lynn, Kathryn and Melanie. They are always available by telephone, email, or by fax correspondence. Their primary task is to resolve any issues, concerns, or needs for both our clients and our collectors.

Sometimes, our collectors might need additional information for one of our clients' accounts and the collectors will request the Client Services Department to obtain the needed information from our clients. Sometimes, our clients will need additional information on their accounts, such as to verify a balance on an account or report a payment received at their office, and these tasks should be directed to our Client Services team.

Efficient communication between our offices is critical for maximizing your collection success. We have created a PDF file with all the contact information for our Client Services Department and if you need one, please call the main number for Client Services at 602-445-1921 or email them at requests@healthcareinc.com and this file will be sent to you immediately.

The Agency Quarterly, the newsletter that you are reading right now, was developed to be yet another resource and means of communication for our clients. This issue represents our first completed year of publishing The Agency Quarterly. All issues can be viewed and downloaded from our website at www.healthcareinc.com.

We hope you have enjoyed the newsletters and have found them to contain useful and helpful information. Clear and consistent communication is vital for any partnership to be successful, and The Agency Quarterly is just one additional way we have chosen to communicate with our clients.

The one negative aspect of this type of communication, is that it's not interactive. For this reason, we have created a special email address for our clients to respond or request more information on any of the articles contained in this newsletter. The email address is simply newsletter@healthcareinc.com.

We would love to receive any feedback about The Agency Quarterly. Also, please use this email address to request any topics you would like to see us cover in future newsletters. Again, we hope you have enjoyed The Agency Quarterly.



HCI Supports the Healthcare Industry.

If you would like to attend, call us!

Past...

HFMA 2009 Fall Conference - "Making Change Count"

Attendees: Dave Chohon, Lisa Beischer, & Chris Lehr.

Type of Sponsorship: Sponsor and Vendor Booth

Future...

MGMA - Economic Stimulus, Healthcare Reform & More

Date: November 20th, 2009 at 9:30 a.m.

Location: Francisco Grande Hotel, Casa Grande

Our Sales Pitch— Solving Issues Is Part of Our Services

At HCI, we consider ourselves to be much more than a traditional collection agency. We have morphed over the last 17 years into a complete Healthcare Financial Management Company. HCI has purposefully hired many diversely talented people for the ability to expand our range of services for our valued clients. Many of the special projects or services we have and continue to perform for our clients all began with one simple question. "What issues or problems are you having in your practice or business office these days?" To the surprise of many clients that have answered this question, HCI has been able to provide the assistance or solution that helped resolved the issue. In the circumstances that we were not able to resolve the issue

What issues or problems are you having in your practice or business office these days?

ourselves, we have many times been able to refer a vendor that had the solution. With the current economy, it is more important than ever to utilize all the resources available to you, and we hope you will consider HCI as one of those valued resources. Contact your sales representative if you need to discuss any possible solutions for any issues or problems that you might be experiencing in this difficult business environment. Again, as a Healthcare Financial Management Company, we have the talent and ability to handle virtually any tasks between your claim being filed and the need to place it for third party debt collections. Want to learn more? Call us!