

A Special Employee and a Great Cause

Healthcare Collections, LLC employs 37 people, which include collectors, client services staff, sales, and management. Many of our employees volunteer their time and resources to charitable organizations, but during the month of December, we have a very special cause taking place at HCI. One of our employees, Shella, is organizing and running a Supply Donation Drive for the Arizona Humane Society (AHS). We were so impressed with this effort, we thought we would share it with our clients and help her with her cause.

Shella has worked for HCI for 5 ½ years and currently works in the Client Services Department as our bookkeeper. When asked about the favorite part of her job, she said, "I love the family atmosphere at HCI." Shella on average volunteers 16 hours per month at the Arizona Humane Society. As a volunteer, she experiences the shortages in supplies needed to help take proper care of the animals that this non-profit cares for everyday. Shella has taken it upon herself to make a difference and educate our employees about the specific needs at the shelter. AHS needs everything from washable pet beds and blankets, washable cat/dog toys, hard and soft treats and travel kennels to office supplies and cleaning supplies. Shella has volunteered to pick up any supplies ready for donation in

Maricopa County and ensure they are delivered to the AHS locations. She also said for outside of Maricopa County, donations centers can be found at www.aspca.org. Lastly, Shella wanted to stress that if any of our clients wish to hold their own donation drive, they can find resources and lists of needed items on the AHS website at www.azhumane.org.

At HCI, we are looking forward to supporting Shella in her supply donation and we are hopeful that some of our clients will join us for this worthy cause. No matter the size of donation, it all helps and every little bit will help these abandoned pets find new homes. While our donation drive is focused on the month of December, animal shelters need support all year long. If you have a donation that requires a pick up, please email Shella at newsletter@healthcareinc.com.

As Shella stated, we feel like a big family at HCI and we are extremely proud of Shella and the work she does on behalf of AHS. We are also proud of the great work she does here at HCI and the job she provides for all of our valued clients! Thank you Shella!

Collections can be a "SCARY Business" Sometimes

Pictures from the HCI Halloween Luncheon, Oct. 2010.



Are You Missing Out?

Thanks for the Help!

If you are not using our Client Access Web Portal to better manage your accounts with HCI, then you are really missing out! These testimonials from clients were printed before, but they truly express how almost all of our clients feel about the functionality and satisfaction they have with our portal:

“Our experience with Healthcare Collections' 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.

Our Client Access Web portal is a software application accessed over the internet that is linked to our website. With the portal, simple tasks have become more efficient and it has increased the accuracy of the data being exchanged between our companies. The portal is just one example how HCI continues to utilize leading edge technology to bring value to our clients. Contact your salesman today to sign up!

Referral - the process of directing or redirecting someone or a business to an appropriate specialist. There is no better way to grow your business than to receive referrals from your customers or clients. The highest compliment that you can give a business partner or vendor, is your referral.

While 2010 presented many challenges in performing collections, including increased unemployment rates and bankruptcy filings, it was refreshing and rewarding to see the number of referrals streaming in this year from our valued clients. The number of referrals not only increased, but the number of sources providing referrals also rose. Again, it's such a compliment and a level of recognition that HCI is truly specialists in debt recovery. While not all referrals lead to new relationships, it's the process of directing someone in our way that is greatly appreciated.

The holiday season presents a wonderful time to reflect on our many relationships, both new and old, that we are grateful for and to express our “special” appreciation for those clients that have provided HCI with a new client referral. Thank you for your continued business and for helping us grow our business. *Happy Holidays to All and Best Wishes for the New Year!!!*



HCI Supports the Healthcare Industry.

If you would like to attend, call us!

Past... HFMA 2010 Fall Conference - Sept. 15-17th, 2010

Location: Ritz Carlton, Dove Mountain - Tucson, AZ.

Attendees: Joe Spiek, Dave Chohon & Christian Lehr

Type of Sponsorship: Bronze Sponsor

Future... HFMA 2011 Spring Conference Mar. 23-25, 2011

Location: San Marcos Golf Resort, Chandler, AZ

Type of Sponsorship: Bronze Sponsor

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!