

REFLECTIONS

Pennsylvania Three Rivers AAHAM

Spring / Summer Newsletter

JUNE 2023



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President's Letter

Christine Ifft, CRCE

Spring! What a wonderful time of the year! School is getting ready to let out for the year, proms, graduations, kid's sporting events, beautiful (although sometimes rainy) weather and best of all – the start of a great year of educational offerings from Pennsylvania Three Rivers AAHAM!

We kicked off our 2023 year with our Spring Institute and Payer Updates meeting at a new venue! We changed up our traditional format a bit and offered a little more than just our traditional payer updates. We started out our morning with a tasty breakfast, then we voted on updates to our Chapter Constitution and Bylaws that were sent out several times prior to the meeting to our membership for review and comment. The updates were approved unanimously by our members in attendance in person as well as virtually. They will be posted to our website this month! Thank you everyone for reviewing and voting on these much-needed changes to bring us to the electronic age!

We then moved in to our State and National updates regarding Prior Authorizations presented by Jolene Calla, a session on the Patient Affordability Conundrum by John Fistner, as well as a great update on our state website – Pennie, which provides Pennsylvanians with Health Insurance Solutions by Scott Yeager. This was followed by a delicious lunch and networking opportunities. It was fantastic to see so many of you in person! Not to forget however, our virtual attendees that we were happy to “see” as well!

After lunch we had a great discussion on Improving Workforce Optimization by Stephanie Dorwart, Updates from our friends at Aetna by Tammy Rendulic, Medicare (Novitas) updates by Diane Hess and we finished out our education with a discussion on reducing readmissions in 2023 by UPMC (Barbara Kevish, MD; Maria Guyette, MD; and Eric Kime). We wrapped up the day with our 50/50 raffle which benefited our scholarship fund. The winner was our very own Taran Lee who graciously donated her winnings back to the scholarship fund! Thanks, TJ!! Also, a huge shout out to our speakers and to our gracious and wonderful sponsors, whom we wouldn't be able to offer these great educational sessions without them! If you didn't attend, you missed a great one!

Then in early May, some of us headed to Washington DC to meet with members of the House and Senate to discuss healthcare topics that are relevant to all healthcare providers in some way. I was able to attend along with our Chairperson, Brenda Fraas and our Chapter Excellence Chair, Lisa Hennigan. We were afforded a great day of education and lots and lots of walking but were able to meet with staffers from our Representatives offices as well as with Senator Casey's office to present those issues. Please check out Brenda Fraas' article in this newsletter for a great representation of what our experience was over those days we were in DC.

The National AAHAM Certification Committee is proud to be offering our Summer of Certification webinar series again this summer. Dates will be forthcoming. There will be CEUs offered, and these sessions are FREE!! Please try to attend one or all these sessions even if you are already certified! It's a chance to brush up on your knowledge!

There are plans in the works for our annual Fall Conference coming up on September 13th and 14th at Omni Bedford Springs Resort – another new venue for us! Your VP and Education Chair, Alyshia Ravida, is working very hard with her committee to offer you a fantastic program at a beautiful venue! Please SAVE THE DATE! More details will be coming out over the summer! That will be quickly followed up by the close of our year at our Winter Meeting in early December with a newly elected Board of Directors being sworn in from our election that will be happening in the fall. The call for nominations will be happening later this summer, so start thinking about who you would like to represent you on your Pennsylvania Three Rivers Chapter AAHAM Board. It can even be yourself!!!

I would like to close by once again asking you all to get engaged with our Chapter. To join a committee, sit in on a Board meeting, ask questions, make suggestions, and become a member and get certified. We would love to hear what you have to say, get fresh ideas, and have you involved!

Please make sure you follow Three Rivers AAHAM and National AAHAM on social media for up-to-date information. Three Rivers AAHAM is on Facebook, Instagram and Twitter for your convenience.

Stay safe, stay well!!

Christine Ifft, CRCE

Pennsylvania Three Rivers AAHAM Chapter President

Spring Meeting Photos





2023 Fall Symposium
SEPTEMBER 13 - 14, 2023

Register Online at:
threeiversaaham.com

TOPICS INCLUDE:

- Contract Strategies
- Patient Access Panel
- Revenue Integrity
- AI and Healthcare
- AAHAM Certification
- Digital Transformation in Healthcare
- Mental Health
- Price Transparency
- Capturing Lost Revenue



Speakers to be announced soon!

REGISTRATION NOW OPEN! [CLICK HERE TO REGISTER](#)

**\$250.00 Member Registration (before August 10)
September 13 & 14**

**\$300.00 Member Registration (after August 10)
September 13 & 14**

**\$400.00 Non-Member Registration
September 13 & 14**

\$175.00 - September 13th Only

\$100.00 - Guest - Happy Hour and Dinner Only - September 13th

Omni Bedford Springs Resort

2138 Business 220
Bedford, PA 15522

Room Reservations

Hotel reservations can be made at the group rate via toll free number – 1-800-843-6664 – by mentioning the group’s name – “2023 Three Rivers AAHAM Fall Conference” - or through the group’s dedicated [landing page](#). The cut-off date for guestroom reservations is Thursday, August 10th.

Save The Dates



The 2023 AAHAM ANI
will be October 10-12 at the Loews Hollywood
Hotel in Los Angeles, California.

Please stay tuned for late breaking details!



**PA THREE RIVERS AAHAM
DECEMBER MEETING**

FRIDAY, DECEMBER 8TH

**PITTSBURGH MARIOTT NORTH
CRANBERRY TOWNSHIP, PA**

SAVE THE DATE

2023

**GREAT EDUCATION, SILENT
AUCTION, & NETWORKING**



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MEMBERSHIP

Ken Krieger, MEMBERSHIP CHAIR

Thanks to all of you who have renewed your membership with our Chapter locally and nationally for 2023! Despite so much disruption and change over the past 3+ years, we have managed to maintain our strong membership and currently stand at 116 members (per our new website – check it out!), including student and lifetime members.

As you may know, there are so many benefits for both Providers and Vendor Partners. Don't forget about the following National Benefits:

The Benefits of AAHAM Membership

Discounts on Services

AAHAM members receive substantial discounts on educational and networking programs as well as AAHAM products including:

- AAHAM Annual National Institute
- AAHAM's Legislative Day
- Webinars
- Training Manuals

Education - Opportunities to strengthen and improve your knowledge and skills

Certification - Nationally recognized certification programs to give you the competitive edge in your career

Publications - To keep you up to date on happenings in the association and the profession

Advocacy - A voice in Washington, D.C. on legislative issues that affect your industry

Local Chapter Involvement - Opportunities for peer networking, cutting edge training, education programs and leadership development at the local level

Discount Program - Receive discounts on products and services

\$30 Annual Dues - \$209 National Dues – FREE for Students

To add to these many benefits, there are local opportunities to:

- Enrich Industry Knowledge - improve your career skills through our ladder of certification designations;
- Timely conferences, meetings and virtual webinars available through National or our local chapters, with discounted pricing and scholarships available for members/sponsors;
- Speaking opportunities to share education and experiences with others in revenue cycle;
- Ample opportunity to collaborate and make a difference on our Board or Committees – Finance, Education, and Certification Committees

2023 Legislative Day

Brenda Fraas, Chair of the Board

Christine Ifft, Lisa Hennigan and I attended the 18th annual Legislative Day in Washington DC and spent the day on The Hill with our AAHAM colleagues and friends. AAHAM's 2nd Vice President Erin Miskelly; Congressional Liaison Paul Miller; Government Relations Chair, Karin Murchison and the Government Relations Committee did a fantastic job organizing this year's event. AAHAM's trip to Washington makes a difference in our industry as we all know strength is in numbers!

The event started Wednesday afternoon, May 3, with a welcome reception and an overview of the topics concerning the healthcare industry that would be discussed:

- [H.R. 3173 - Prior Authorization- Standardizing Medicare Advantage Rules](#)
- [H.R. 1773 - The Consumer Protection for Medical Debt Collections Act](#)
- [H.R. 635 - Expanding Access to Mental Health Services](#)
- [H.R. 197 - Rural Telehealth Expansion Act](#)

Thursday morning started at 8 a.m. going over the policies and an overview of the day and what the newcomers could expect. The morning session included some great speakers:

- Charlotte Pineda, Health Policy Director to Sen. Roger Marshall (R-KS) Topic: S. 3018 - Improving Seniors' Timely Access to Care Act
- Megan Guiltinan, Legislative Assistant to Rep. Andy Barr (R-KY) Topic: H.R. 1382 - The TABS Act
- Maria Costigan, Legislative Director to Rep. Joe Courtney (D-CT) Topic: Observation Stays
- Michelle Millerick, Senior Associate Director, Health Insurance & Coverage Policy. American Hospital Association (AHA) Topic: Federal Managed Care Updates and Health Plans Accountability
- And open dialogue with Rohit Chopra, Director of the Consumer Financial Protection Bureau (CFPB) with AAHAM President, Lori Sickelbaugh

After a quick lunch, we hiked to The Hill as our Government Liaison, Paul Miller, scheduled pre-arranged visits for us to meet with representatives from our Senate and House. Mr. Miller schedules the face-to-face appointments with the decision-makers who determine the outcome of our industry's top legislative priorities. We know our House Representatives and Senators are pretty busy so we're okay with spending time with the staffers to discuss our topics.

The first two appointments on the books for me were visits to U.S. Representative Summer Lee and Senator John Fetterman's offices, but unfortunately, neither they, nor their staff were available. We were then scheduled to meet with Senator Robert Casey's office. Senator Casey had an emergency and had to drive back home, but we were able to meet with his Legislative Correspondent, Allegra Smith, who happens to be on the Committee on Health, Education, Labor & Pensions. Lisa started the conversation with the Expanding Access to Mental Health Services position papers and related it to the Rural Telehealth Expansion Act. Jaclyn Trulove from the Keystone Chapter then reviewed the position papers on the Prior Authorization – Standardizing Medicare Advantage Rules. We had lengthy conversations with Allegra highlighting valuable insight on the issues we brought to the table. We all had a good feeling as we walked away from meeting with Allegra as she was well-versed in the subjects.

The day wrapped up with the closing networking reception where we recapped our visits. If you ever have a chance to attend AAHAM's Legislative Day on Capitol Hill, I encourage you to participate. It's an experience you'll never forget.



Christine, Brenda and Lisa waiting for our appointment with Senator Casey's office

2023 Legislative Day

Brenda Fraas, Chair of the Board



Just some of our Pennsylvania AAHAM colleagues!



Representatives from the three Pennsylvania AAHAM Chapters: Three Rivers, Keystone & Philadelphia meeting with Senator Casey's staffer, Allegra Smith (far right).



Enjoying dinner after a long day on The Hill. L to R ~ Laurie Steffy, PA Keystone; Audra Ford, Iowa Hawkeye, Susan Hayes, Missouri Hawthorn, Chelsey Carper, South Dakota Rushmore; Laurie Bruck, Iowa Hawkeye; Christine Ifft, PA Three Rivers; Brenda Fraas, PA Three Rivers; Lisa Hennigan, PA Three Rivers; Chris Morgan, Missouri Hawthorn; Warren Kloter, Colorado Rocky Mountains, Michelle Pudwill, Karen South Dakota Rushmore and Lisa Laudeman, PA Keystone.

2023 Western PA Healthcare Summit

Alyshia Ravida, Vice President/Education Chair

The Western PA Healthcare Summit (PAHS) was held this year on Friday, May 19, 2023 at the RLA Learning & Conference Center in Cranberry Township, PA. This event is a one day summit sponsored by Pittsburgh's leading healthcare business education organizations including:

- Pennsylvania Three Rivers Chapter – American Association of Healthcare Administrative Management (AAHAM)
 - American College of Healthcare Executives (ACHE)
 - Healthcare Financial Management Association (HFMA)
 - Healthcare Information Management Systems Society (HIMSS)
 - Western Pennsylvania Healthcare Information Management Association (WPHIMA)
 - National Association of Health Services Executives (NAHSE) Pittsburgh Chapter!

This year's keynote speaker was none other than one of our favorite speakers, Brian Garver, Senior Vice President of Keybridge Medical Revenue Care. He presented another fantastic keynote on Creating a Culture for Success. Brian is always great at reminding us to keep your employees and your culture first – the impact on patient satisfaction is vital!

Our morning continued with Catherine Zito from Lighthouse Healthcare Advisors presenting on Adopting a Population Health Mindset. She shared with the audience the importance of focusing on preventative health services, utilizing accessible technology, and aligning incentives.

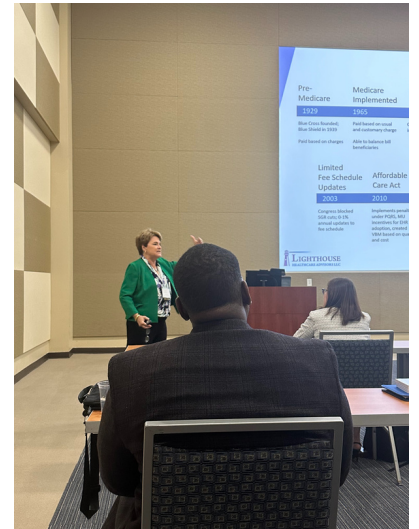
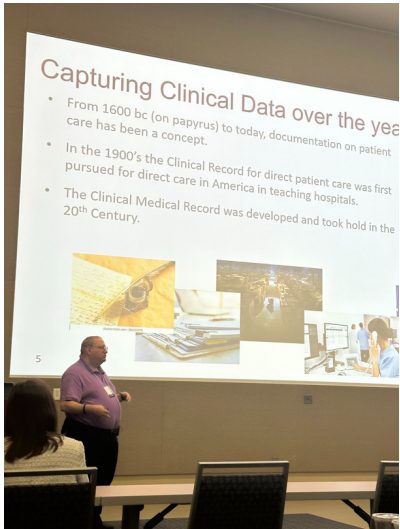
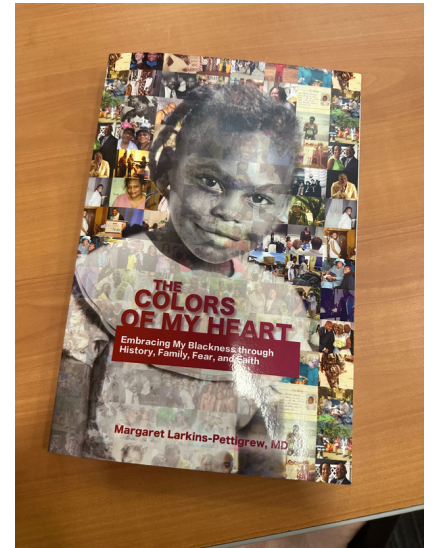
Following lunch, we had a fireside chat with Margaret Larkings-Pettigrew regarding Equity in Healthcare, moderated by Stephanie Dorwart, CEO of Altius Consulting Group. She shared many of her personal experiences throughout her life, from serving in the military to going to medical school to become an OB/GYN physician. She also gave everyone in the audience a free copy of her book, *The Colors of My Heart: Embracing My Blackness through History, Family, Fear, and Faith*. For anyone looking for a diversity and inclusion speaker, Dr. Larkins is phenomenal!

The remainder of our afternoon was spent discussing information technology areas in healthcare. We started with William Costantini, Primary EMR Architect at UPMC discussed Analytics, AI & Machine Learning: Brewing Data for Community and Population Health. He discussed how data morphs to become information that fuels that evolution in both healthcare and digital care! After a short break, we finished our day with Crystal Morgan, Systems Engineer at UPMC Corporate IT, presenting on Empowering People to Embrace Technology through DEI Initiatives. She shared with us strategies for empowering people to feel confident in adopting new technology.

Overall, it was a great day of education and networking. Thank you to our sponsors, Curae and Penn Credit! And a special thank you to Rich Nagy (HFMA) and Jordan DuBose (HIMSS) – I couldn't have done it without you!

2023 Western PA Healthcare Summit

Alyshia Ravida, Vice President/Education Chair



2023 PA/NJ Annual Institute

Alyshia Ravida, Vice President/Education Chair

Several PA Three Rivers Chapter members attended the PA/NJ AAHAM Annual Institute on June 1, 2023 at the Wind Creek Casino in Bethlehem, PA. There was also a Golf Outing the day before the event. The venue was beautifully laid out. It had been newly renovated in many spaces, including hotel rooms, event center, and lobby. Side note: They were actually filming their new hotel ads during our conference.

The event started with a brief welcome and announcements, followed by the Keynote Speaker: Brian Garver, Sr. VP of Business Development from KeyBridge, presenting on Creating a Culture of Success. As always, Brian created an exciting start to our day and shared many aspects of the importance of culture in the work environment. After a short break for networking, we continued our morning with Calvin Jordan, AVP of Patient Access at Penn Medicine, regarding Project Ascend. He shared the many best practices of his team, including but not limited to, developing an electronic waitlist, patient portal, online scheduling, as well as Call Center centralization. People, Process, and Technology seemed to be the main pillars of the department leading its goals and metrics. We wrapped up the morning with some updates coming from National AAHAM, as presented by Lisa Laudeman, National 1st Vice President for AAHAM. National AAHAM elections are coming so check your email for more information in the next few weeks. To begin, nominations will open on June 15th and will be accepted until July 7th.

After lunch, we were joined by Chad Wallace, Executive Vice President at HRSI, regarding some of the Federal and State updates, both for PA and NJ. Following this presentation, we were joined by Benjamin Tweel, Senior Cyber Crime Specialist from Bank of America. We learned a lot about the trends they are seeing in the banking and investment industry regarding cyber-attacks, as well as best practices to follow to ensure you are keeping your bank accounts safe!

After another short networking break, we were joined by Anita Colon, VP of Revenue Cycle Operations at Temple University Health. She discussed strategies to keep your team engaged and successful while managing through change. This was a great segway into the Provider Panel: Metrics, Data, and Reporting Tools. In addition to Anita Colon, we were also joined by other leaders including Tisha Peterkin, Director of Revenue Cycle at Jefferson Health; Jennifer Eppley, Director of Patient Access at WellSpan Health, and Shelley McCafferty, Administrator of Patient Financial Services at LVHN. To complement this panel, I led the data analytics discussion and asked the team important questions about what metrics and benchmarks are most meaningful, what tools are helpful versus what tools are missing, as well as how and when to share the data with your team.

We wrapped up shortly before 5pm so that many of us could travel and head back to our homes; however, several of us stayed later for some gambling – hoping to win a jackpot at the casino! If this sounds like an event that would be of interest to you in the future, please keep an eye out for a save the date for 2024!



Treasurer's Report Summary

Erica Methven, Treasurer

Account Balances - As of 5/17/2023

Account	5/17/2023 Balance
Bank Accounts	
Non-Profit Checking xxxxxx1315	25,935.82
Scholarship	3,199.94
TOTAL Bank Accounts	29,135.76
Liability Accounts	
TOTAL Liability Accounts	0.00
OVERALL TOTAL	29,135.76



REVCO **NANCY BAKER**
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Certification Corner:

Brenda Fraas, Chair of the Board

Why earn an AAHAM certification?

AAHAM certification is an investment in your personal growth and your professional future. For over forty years, AAHAM's elite certification program has set the standard of excellence in Patient Financial Services and the Revenue Cycle.

It doesn't matter whether you are new to the healthcare Revenue Cycle or are a seasoned veteran, our family of AAHAM certification examinations offer a complete career ladder beginning with the Certified Revenue Cycle Specialist and culminating with the Certified Revenue Cycle Executive. We have a certification that will help advance your career.

Plus, the learning doesn't stop once you have obtained certification. Our certifications are maintained through a continuous education process. This assures you stay abreast of the important changes and updates that continually occur in our rapidly changing healthcare environment.

How does certification benefit an employer?

Earning an AAHAM certification demonstrates an individual's expertise. It shows they possess the knowledge to meet the industry's highest standards and the capacity to pass a rigorous certification examination. It shows commitment to their profession and ongoing career development. It also represents professionalism in the individual's pursuit of excellence to quality of service in their career and the healthcare industry.

AAHAM certification options include:

- The AAHAM Certified Revenue Cycle Executive
- The AAHAM Certified Revenue Cycle Professional
- The AAHAM Certified Revenue Integrity Professional
- The AAHAM Certified Revenue Cycle Specialist
- The AAHAM Certified Compliance Technician

What is the AAHAM CRCE (Executive) certification?

Executive Certification is an extensive online proctored exam directed to all senior and executive leaders within the healthcare revenue cycle industry, to help equip them for strategic management of the business. This certification possesses the highest level of difficulty combining content knowledge of the business with critical thinking and communication skills.

What is the AAHAM CRCP (Professional) certification?

Professional Certification is an online proctored exam directed to supervisors and managers in the revenue cycle industry, to validate their knowledge and skills. This certification is for the individual who desires confirmation and recognition of their expertise and/or for those who aspire to the executive level certification.

What is the AAHAM CRIP (Revenue Integrity Professional) certification?

The Revenue Integrity Professional (CRIP) is an online proctored exam directed to anyone in the revenue cycle industry to help ensure that facilities effectively manage their charge master, and bill and document appropriately for all services rendered to a patient. This certification requires an in-depth, working knowledge of various revenue cycle areas and proper skill sets needed to increase revenue and reimbursement for facilities. It also ensures that proper charging takes place to maintain compliance within the insurance payer programs.

What is the AAHAM CRCS (Specialist) certification?

Specialist certification is an online proctored exam that tests the proficiency of staff involved in the processing of patient accounts and to prepare them for the many details needed to perform their daily job duties.

Certification Corner:

Brenda Fraas, Chair of the Board

What is the AAHAM CCT (Compliance) certification?

Compliance certification is an online proctored exam that thoroughly tests competencies in healthcare compliance for all staff involved in the processing of patient accounts. It is intended to meet the annual employee compliance training requirements and to support individuals with professional compliance responsibilities in both institutional (hospital, health system) and professional (physician, clinic) settings.

If you would like more information on certification, please reach out to Brenda Fraas @ fraasbl2@upmc.edu or Christine Ifft @ cifft@phx-pt.com

Upcoming Exam Periods:

June 2023 Exam Period
6/19/2023 » 6/23/2023

July 2023 Exam Period
7/24/2023 » 7/28/2023

August 2023 Exam Period
8/21/2023 » 8/25/2023

September 2023 Exam Period
9/18/2023 » 9/22/2023

October 2023 Exam Period
10/23/2023 » 10/27/2023

November 2023 Exam Period
11/13/2023 » 11/17/2023



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Certification Corner:

Brenda Fraas, Chair of the Board

Important Upcoming Certification Webinars

2023 CRCS Webinar – Billing

7/12/2023

Time: 12:00 PM

2023 CRCE Webinar - Patient Access and Billing

7/19/2023

Time: 1:00 PM

2023 CRCS Webinar - Credit & Collections

7/25/2023

Time: 12:00 PM

2023 CRCE Webinar - Credit and Collections and Revenue Cycle

7/26/2023

Time: 1:00 PM

2023 CRCS Webinar - Access & Federal Regulations

8/8/2023

Time: 12:00 pm

2023 CRCP Webinar - Access

8/9/2023

Time: 12:00 pm

2023 CRCP Webinar - Billing

8/10/2023

Time: 12:00 pm

2023 CRCP Webinar - Credit & Collections Section

8/16/2023

Time: 12:00 pm

2023 CRCP Webinar - Revenue Cycle Management Section

8/17/2023

Time: 12:00 pm

2023 CCT Webinar

8/22/2023

Time: 12:00 pm

2023 CRIP Webinar

8/23/2023

Time: 12:00 pm

For more information or to register for the certification webinars or exams, please visit www.aaham.org.

Your Guide to Early Out and Bad Debt Collections

Kindly Submitted by Americollect

The healthcare industry is becoming increasingly complicated with changes in how insurance companies pay claims. This, in return, is leaving patients to take on more and more of the financial responsibility. As this happens, more healthcare providers are looking for ways to continue to recover the revenue they are owed without having staff spend an increasing amount of time contacting patients instead of providing care. One avenue many healthcare providers are turning to is outsourcing their revenue recovery in both early out and bad debt collections.

Early out and bad debt collections involves partnering with a third-party provider to manage all or some aspects of the revenue recovery processes. This solution can help improve financial performance and reduce administrative time. There are a variety of companies that provide early out, bad debt collections or both services.

A central benefit of outsourcing is the ability to improve financial well-being. Outsourcing early out or bad debt collections allows healthcare providers to utilize trained staff and advanced technology that can help streamline their billing and collections process, minimize errors and increase revenue. Outsourcing also means providers no longer need to invest in staff, training and technology, which can lead to cost savings and increased efficiency.

Additionally, outsourcing early out and bad debt collections reduces compliance risk. The regulations for healthcare revenue recovery are complex and constantly evolving, forcing providers to stay up-to-date or risk potential legal penalties. Outsourcing early out and bad debt collections to a company with expertise in the regulations and requirements ensures healthcare providers stay compliant with industry regulations.

Below we will explore the benefits of early out and bad debt collections outsourcing in detail and how to choose the right partner with the right cultural alignment.

Benefits of Early Out and Bad Debt Collections Outsourcing in Healthcare

Financial Performance Improvements

The bottom line is that without revenue, healthcare providers are unable to deliver the necessary care their patients require. By outsourcing early out and bad debt collections, providers have access to expert staff and advanced technology that can help streamline the billing and collections processes, minimize errors and increase revenue.

How outsourcing can improve financial performance:

1. **Increased Revenue:** When you utilize an outsourcing company, it can leverage experience and technology to streamline processes and regulate cashflow.
2. **Cost Savings:** The cost of labor and training in-house staff can result in significant cost savings for healthcare providers. Outsourcing companies often have invested in advanced technology and the ability to automate, scale, and streamline early out and bad debt collections, minimizing in-house costs.
3. **Efficiency:** Your administrative staff is busy and outsourcing helps free them up for other high priority tasks. Outsourcing companies have the expertise in managing the early out and bad debt collections processes, resulting in improved efficiency.
4. **Improved Cash Flow:** A major roadblock for healthcare providers is the quality of their cash flow. Outsourcing can improve cash flow by improving the speed and accuracy of early out and bad debt collections. Outsourcing can also help providers collect payments more quickly, improving overall cash flow.

The Final Word: Outsourcing early out and bad debt collections can help improve the financial performance of healthcare providers by increasing revenue, reducing costs, improving efficiency and enhancing cash flow. When you partner with an outsourcing company, you can focus on the patient experience while entrusting your early out and bad debt collections to a partner that understands your needs.

Your Guide to Early Out and Bad Debt Collections

Kindly Submitted by AmeriCollect

Expertise and Technology

Outsourcing early out and bad debt collections can provide access to an expert staff and advanced technology. It allows providers to utilize professionals that specialize in early out and bad debt collections. Here are a few of the ways outsourcing can provide access to expertise and technology:

1. **Industry Expertise:** the healthcare collections landscape is always evolving and early out and bad debt collections companies have experts who stay up-to-date with industry regulations and their changes. These include compliance with HIPAA, HITECH and others.
2. **Advanced Technology:** Cutting-edge software and other tools can help automate and streamline processes, minimize errors and improve efficiency without the need for investment by the provider.
3. **Specialized Services:** Early out and bad debt collections often require services that may be too costly or time-consuming for providers to operate in-house. Outsourcing companies can provide these services at a cost much lower than bringing them in-house.

The Final Word: Outsourcing early out and bad debt collections can give providers access to expertise and technology that are often cost-prohibitive.

Reduce Compliance Risk

Healthcare finance regulations are complex and constantly changing, making it harder to get paid. Outsourcing can help reduce compliance risk and avoid potential legal problems. Here are a few reasons why it works:

1. **Regulatory Expertise:** Early out and bad debt collections companies have staff who specialize in healthcare compliance and research industry regulations. These experts can help providers comply with the countless financial regulations.
2. **Risk Assessment:** Outsourcing can give you an objective view of your revenue stream and identify potential compliance issues before they are a problem.
3. **Training and Education:** With ever-changing regulations comes the need for continuous learning. Outsourcing can help keep your staff informed about how changes will impact them. Good companies will provide a constant stream of information and how it affects you.

The Final Word: Ensuring compliance is a critical need for healthcare providers to reduce compliance risk. Outsourcing early out and bad debt collections helps you remain compliant and avoid costly legal situations.

Better Patient Experience

The patient experience can be the difference between getting paid or getting ignored. A seamless experience is paramount for your patients. When your outsourcing partner shares the same values and beliefs as your organization, it ensures your patients receive an excellent experience. Here are some of the ways to improve the patient experience.

1. **Involved Early:** When your early out partner gets involved in the initial process, they are able to better answer any questions your patients may have. When they have someone that can effectively explain their bill in a quick and simple way, they are more likely to pay on time.
2. **Knowledgeable Staff:** Some companies collect in many different industries. Agencies that focus on healthcare are more knowledgeable about the questions your patients may ask and the complexities within the healthcare industry.
3. **Compassion:** Patients are often not sure what they owe or why they owe it. Partnering with a company that understands this uncertainty and can show empathy for a patient's situation can go a long way in receiving payment.

Your Guide to Early Out and Bad Debt Collections

Kindly Submitted by Americollect

The Final Word: The patient experience is crucial. By being involved early, having a knowledgeable, compassionate staff can make all the difference when it comes to outsourcing and providing a better patient experience.

Choosing an Early Out/Bad Debt Collections Partner

Considerations for Choosing a Partner

When choosing a partner for early out and bad debt collections, there are several important factors to consider. These include expertise, technology and cultural fit. Here are some of the considerations to take when choosing a partner:

1. **Expertise:** Seek outsourcing partners with expertise in healthcare. It is important to evaluate the potential partner's staff qualifications, certifications and experience.
2. **Technology:** The early out and bad debt collections industry has a wealth of technological needs and bonuses. Evaluating not only their technology infrastructure – including software and hardware – is important, but you should also know what other tools are being used to improve the process.
3. **Culture Fit:** It's important to see not only how a potential partner works with your patients, but also how their culture meshes with yours. Partners should have a similar philosophy, goals and values.
4. **Reputation:** It's easy for a potential partner to tell you how great they are, but it's important to see their track record and reputation. This might include customer reviews, ratings and conversations with other clients.

The Final Word: There are many ways to see if a potential partner is right for you. From technology and expertise to culture and reputation, you need to see how they can work with you.

Evaluating ROI

Healthcare providers should also evaluate the potential return on investment (ROI) when considering a partner for early out and bad debt collections. Some of the factors they should assess when looking at ROI include:

1. **Cost Savings:** This includes both labor and technology expenses, as well as percentages paid.
2. **Revenue Growth:** Can a potential partner do more than you were able to do alone? Do they improve amounts collected in early out or bad debt collections?
3. **Compliance Risk Reduction:** Are they able to minimize compliance issues and legal penalties associated with early out and bad debt collections?

The Final Word: Evaluating ROI will help you make an informed decision about potential partners. ROI can be more than they earn for you in cost savings, growth and compliance.

Conclusion

Early out and bad debt collections outsourcing can benefit healthcare providers. It can result in improved financial performance, reduced administrative burden and lower compliance risk. The right expertise, technology and culture can enhance the patient experience. When you partner with an experienced and reputable early out and bad debt collections company, you can focus on providing the quality care your facility is known for, while improving financial performance. It is important to evaluate potential partners' expertise, technology and culture fit to ensure compatibility with your organization's goals and values.