

CASE STUDY

ADVANCED TECHNOLOGY IMPROVES RECOVERY AND REPORTING

Background:

A physician group with 175 physicians across multiple disciplines was receiving unsatisfactory recoveries from their past agency, plus patient dissatisfaction. Primary issues were unclear communication from agency, limited patient communication methods, decreasing contact rates, and inflexible reporting capabilities.

Client Goals:

Increase recovery rates, improve patient engagement and satisfaction, improve contact rates, flexible / expanded user friendly reporting capabilities, real time account payment status.



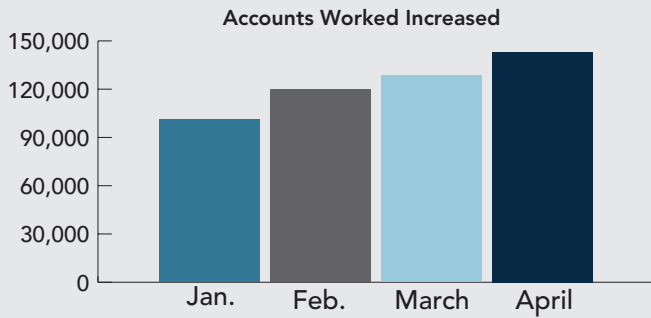
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Challenge

Client wanted to increase payment options, reduce debtor complaints and improve patient engagement.

Solution

CBC implemented 24/7 unattended multilingual chat bot as well as text/email capabilities, creating a patient-friendly communication platform with self-pay options.

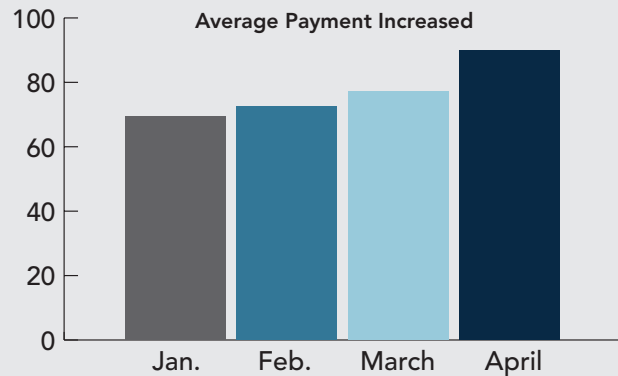
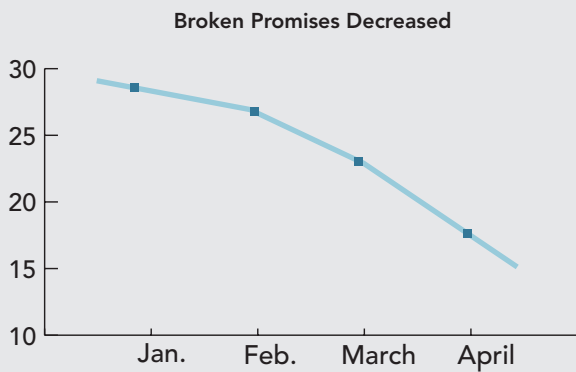


Challenge

Client sought improved recoveries.

Solution

CBC scored and prioritized each account based on propensity to pay and implemented text message payment reminders to decrease broken promises.

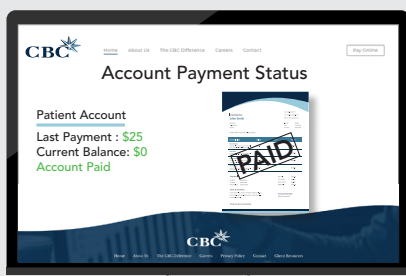


Challenge

Client sought flexible, comprehensive reporting capabilities.

Solution

CBC developed customized reporting, compiling all facilities to show historical recap of %'s and trends for easy strategic analysis.



Challenge

Client sought real-time account payment status.

Solution

CBC implemented online access for client staff to review the status of account payments in real-time.