

# Priority Collection System and Receivables Management Solutions

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**Agency of Credit Control's (ACC) Priority Collection System (PCS) and Receivables Management Solutions (RMS) are extremely effective A/R and Bad Debt collection tools.**

## Receivable Management Solutions

ACC's Receivables Management Solutions (RMS) is designed for healthcare providers who require a pre-collect/early out service to assist with the management of aging A/R.

Highlights of RMS:

- Totally automated collection and billing environment
- Increased liquidation of Self-Pay accounts
- Effective management of aging A/R
- Extended Business Office-RMS uses provider's name
- Professional, well-trained staff
- Expert third party billing and follow-up
- Increased cash flow to provider
- Reduced administrative costs to provider

## RMS OVERVIEW

RMS's Self-Pay Program will accelerate Providers cash flow by securing recoveries from responsible parties and reducing Provider's own collection costs.

Before soliciting payment on self-pay balances, RMS endeavors to identify third-party coverage early in the process, enabling RMS to bill any account for which third party coverage is discovered.

If third party coverage is not identified, accounts are automatically transferred to Account Representatives for immediate collection activity. RMS staff contact responsible parties, obtain financial information, and recover payment on the accounts. To support this process, RMS employs automated predictive dialing technology and automated statement generation.

While 70% of agency terminations are due to service related issues, performance must always be a priority. When it comes to commenting on our performance, we like to let our actions (and our clients) do the talking. Here's what they are saying:



**JC Penney Award: "Number One Performing Agency" (In the nation)**

**"...they were able to meet their collection goal and outperform the competition by a substantial margin"** – Larry V. Jehlik, Recovery Manager J.C. Penney



**"They have done an excellent job for us...they have collected an average of 38%"** – Lynn Jones, Business Office Manager Columbia Health Lakewood Surgical Center



**"The relationship between a Doctor and his patient is special. The Agency of Credit Control (ACC) has always honored that relationship, yet obtaining more than satisfactory results."** – R.J. "Bob" Frank, Executive Director, Cody Dental Group



**"ACC consistently returns 30-35% on all listings while maintaining the highest standard in customer service. ACC is responsive to our changing needs and is appreciative of the Patient/Doctor relationship. The Agency collects our accounts with this in mind thus maintaining good public relations. The addition of ACC to your list of vendors will prove to be very productive. We recommend ACC without reservation."** – Lynette Bridges, Business Office Manager, Columbia Centrum Surgical Center

## Priority Collection System

The Priority Collection System (PCS) is a third party bad debt collection service designed to collect retail, medical, dental, utility and commercial accounts as well as returned checks. With our highly automated collection environment and technical expertise, ACC's professional staff is able to consistently **out collect** our competitors. Highlights of ACC's PCS:

- Automated recovery technology
- Effective management of payment arrangements
- Professional, well-trained staff
- Exhaustive skip-tracing services
- Complete Litigation services
- Full reporting
- Nearly 50 years of experience

Priority Collection System allows clients to:

- Keep paperwork to a minimum by electronic placements
- Track performance by utilizing on-demand reporting
- Receive comprehensive collections services at low rates
- Expand new business
- Reduce overhead
- Increase cash flow and profitability
- On-Line account monitoring 24/7/365 Client Web Access

In performing collection account liquidation, ACC is sensitive to the negative effect of overzealous recovery efforts, and is aware and respectful of the rights of legally responsible relatives, guarantors, and consumers. The Fair Debt Collection Practices Act (FDCPA) and the Colorado Fair Debt Collection Practices Act (CFDCPA) guides staff actions, ensuring that a positive public image of both the client and ACC is maintained.



## WHY USE AGENCY OF CREDIT CONTROL (ACC)?

-  ACC has been designated as the Best Place to Work in the collection industry by insideARM.com and the Best Companies Group 2010 and 2011
-  ACC has been designated as the “Best of Business” in the collection industry by the SBCA 2009 & 2011
-  ACC is an A+ Accredited Business by the Better Business Bureau
-  ACC has been designated as an “Elite Agency” for 12 straight years by the Associated Collection Agencies of Colorado & Wyoming
-  ACC’s owner was named among the top 25 most influential in the collection industry by Collection Advisor Magazine



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**ACC conducts business throughout the United States through our 3700 affiliates. ACC has offices in Colorado, Montana, Oklahoma and Florida. ACC is licensed or registered in the following 13 states:**

