



Agency Ink!



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COLLECTION MYTHS

MYTH Myth: Debt Collectors continually hassle people.

FACT Fact: Under the Fair Debt Collection Practices Act (FDCPA) that was brought into effect in 1978, "A debt collector, in collecting a debt, may not harass, oppress, or abuse any person." In addition, creditors may not call more than 7 times within 7 consecutive days.

MYTH Myth: Collectors take legal action right away.

FACT Fact: Our goal as a collection agency is to get the consumer's debt paid. Our collectors are trained to listen and work with the consumer to create a plan. If the consumer is unresponsive we follow standards in taking legal action.

MYTH Myth: Debt collectors force people into bankruptcy.

FACT Fact: Bankruptcies wipe most debts out therefore the original creditor and the collector receive nothing. We understand consumers need flexibility in financial trouble and work to create payment plans that work for them.

MYTH Myth: Businesses that use collection agencies lose customers.

FACT Fact: Our goal is to work with the patient and obtain the bad debt for our clients. We adhere to strict guidelines at a federal and state level. Our collectors are trained in the skills of communication, attentive listening and negotiation. In addition being a third party we don't have the same emotional investment in your company and thus are less likely to react to anger. Utilizing pre-collect services, the right agency can improve brand image by working alongside your practice and ensuring your patients know that they owe before it is written off as bad debt. In addition the more time that passes before an account is sent to collections statistically the less likely the money is to be recovered.



COLORADO SENATE BILL 23-093

Colorado Bill 23-093 (SB 23-093) introduced to the senate on January 30th, 2023 establishes new protections for Colorado consumers dealing with medical debt. The specifics of the bill include:

- Capping the medical debt interest rate at 3% per annum
- Defines "medical debt", for purposes of a statutory cap on interest rates and fair debt collection practices, to include debt arising from the receipt of health-care services or medical products or devices .
- Requires, upon request, an itemized statement concerning the debt sent to consumer.
- Establishes requirements relating to payment plans for

medical debt, including written documentation of the payment plan between the consumer and the creditor, debt collector, or debt collection agency; notice to the consumer if the payment plan will be accelerated or declared in default or inoperative due to nonpayment; and the opportunity to renegotiate the payment plan.

- Prohibits collection on debt during appeals to insurance and prohibits reporting the debt to the credit bureaus until a certain amount of time after the payment plan becomes inoperative.
- Requires a debt collector or collection agency that files a legal action to collect medical debt to include an itemization of the charges and, prior to the entry of a default judgment against the creditor, provide evidence of the debt.
- Makes it a deceptive trade practice

to violate provisions relating to billing practices, surprise billing, and balance billing laws; and Requires a health-care provider or health-care facility to provide, upon request of a prospective patient, an estimate of the total cost of a health-care service (service) to a person who intends to self-pay for the service (self-pay estimate). The bill includes requirements for the self-pay estimate and caps the amount by which the final, total cost of the service may exceed the self-pay estimate, with exceptions for emergency or unforeseen, medically necessary services required during the service. The bill makes it a deceptive trade practice to violate provisions relating to the self-pay estimate.

For more information: <https://www.getitpaid.com/newsletter/>



**A C C W O U L D L I K E T O W E L C O M E I T ' S
N E W E S T C L I E N T S !**



COLORADO CLIENTS :

- Bio-One
- Best Option Restoration DTC
- Sports Medicine of the Rockies
- The Dentist of Louisville
- Rasco Janitorial Supply
- Western Slope Property Management
- Nuclear Networking
- Stanbrick Dental
- Reinholtz Family Chiropractic

OKLAHOMA CLIENTS:

- Tabor Eye Clinic

You keep customers by delivering on your promises, fulfilling your commitments and continually investing in the quality of your relationships.

- Brian Tracey

**AMERICAN DENTAL ASSOCIATION OF
DENTAL PRACTICE MANAGEMENT
(AADOM) OKLAHOMA CHAPTER
MEETING FEBRUARY 2023**

We appreciated the opportunity to support the American Association of Dental Office Management (AADOM) in Oklahoma by sponsoring their dinner on February 9th, 2023.



**SOUTH METRO DENVER
CHAMBER OF COMMERCE
SMALL BUSINESS OF THE YEAR**

As a proud member of the South Metro Denver Chamber of Commerce it is an honor to be nominated for the Small Business of the Year for 2023.

“The awards are intended to honor individuals and businesses making a substantial contribution to the South Metro Denver Chamber and surrounding community. As a result of the nominee’s efforts, the region has become a better place to live, work, and thrive.”

The awards ceremony is to be held on Wednesday, March 29th, 2023 from 5:00 pm to 8:00 pm at the Lone Tree Arts Center.



ALEX GUARNASCHELLI'S FIERY BACON DEVILED EGGS



Directions

1. In a medium pot, cover eggs with cold water about a full inch above the eggs. Bring water to a rolling boil over medium heat. Shut off heat, cover eggs and let them “stand” in the water for 10 minutes. Gently pour off hot water and run cool water over eggs to stop them from cooking further.
2. Peel eggs. If necessary, rinse quickly under cool water to remove any small shell bits and dry them off thoroughly. Using a sharp knife, cut eggs in half, lengthwise, and remove yolk from the center of each. Arrange egg white “halves” on a platter.
3. Use a fork to crush egg yolks with 1 teaspoon salt, the mayonnaise, mustard, Worcestershire, dry ginger, cayenne and vinegar until smooth.
4. In a separate bowl, whip cream until medium peaks. Using a rubber spatula, fold whipped cream into yolk mixture. Fill a pastry bag fitted with a fluted tip (or, alternatively, a plastic ziptip bag with one of the bottom corners cut off) with egg yolk mixture.
5. In a medium sauté pan, cook bacon until crispy, 5 to 8 minutes. Pour off excess grease and add sugar. Cook 2 to 3 minutes longer, allowing sugar to caramelize lightly. Cool and sugar will harden, and bacon will get crunchy.
6. Season egg whites with a tiny pinch salt and some of the scallions. If desired, lightly dust with cayenne. Fill egg whites with yolk mixture. Top with scallions and bacon.

Ingredients:

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| 10 large eggs | 1 tsp cider vinegar |
| Kosher salt | ¼ cup heavy cream |
| ¼ cup mayonnaise | 4 strips pre-sliced bacon |
| 2 tsp mustard | cut crosswise into 1-inch pieces |
| 2 tsp Worcestershire | 1 tsp sugar |
| ½ tsp McCormick ground ginger | 3 scallions, trimmed, cut into thin rounds |
| Scant ½ tsp McCormick cayenne red pepper plus additional for “dusting” | |



CREDIT RMT	RATING
FOR 7	DEBT
WINTER 2023	
DEBTS	PLANCE

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We found this comic back in our 2012 newsletter and boy was it a prophesy for the future! As times get harder, rely on us to get your accounts receivables up to date and handle all of your bad



AGENCY OF CREDIT CONTROL, INC. IS A FULL SERVICE BAD DEBT COLLECTION AGENCY SPECIALIZING IN THIRD PARTY BAD DEBT COLLECTIONS, EARLY-OUT SELF PAY COLLECTIONS AND CHECK VERIFICATION AND COLLECTION SERVICES. FOR MORE INFORMATION REGARDING OUR SERVICES PLEASE CONTACT US AT 1-800-655-6808
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