



Pre-Collection Program

Focused Solely on Healthcare

Improve Collection Results and Reduce Costs for Delinquent Accounts

Hospitals have been trying to find new ways to collect delinquent accounts quickly and economically. As receivable costs have soared, the need for more inclusive services at an earlier stage in the collection cycle has become more apparent. CBA can help make the best use of valuable human resources by acting as a partner in providing well-planned, personal attention to those accounts that need to be evaluated for the proper course of collection action. With this program, accounts are typically placed with CBA approximately 60 days before conversion to bad debt in order to ease the patient into the collection process

Combining a High Tech Approach with Professional, Personal Contact

CBA utilizes state of the art automated dialer systems, to create collector contacts with a plus. Our technology automatically selects and dials phone numbers, directing answered calls to designated customer service collection representatives. Representative time is utilized effectively, providing quality contacts at a reduced cost. The hospital business office staff will be kept informed of account status by sophisticated methods of account, updating, and reporting. Action codes, status codes, and note lines also keep collection representatives continually aware of account status, and make possible informed follow-up by optional letter requests and callbacks.

Key Program Components

- Phone Calls - Ten attempts are made to make three contacts over 60 days. Call scripts are customized for each hospital and CBA will accept inbound calls.
- Letters - These can be sent on either hospital or CBA's letterhead. If on CBA letterhead, all Fair Debt Collection Practices Act (FDCPA) provisions will be followed.
- Payment Coordination - Payments are directed to the hospital and CBA can establish agreements for acceptable payment plans and return the account to the hospital for plan monitoring.
- Fixed Fee - A flat rate, per account, helps the hospital to better predict monthly costs and stay within the budget.
- Reporting - Client reports are available for each stage of the Pre-Collection Program.

Contact CBA at 1-800-706-4357

www.cbaccounts.com