



## Debt Collection Services with a REAL Patient Service Driven Approach!

### Capabilities

- First Party (Early stage - Self Pay Collections).
- Third Party (Late stage Charged off) Debt Collection Services (Co-pays, Co-insurance, Deductibles, Self Pay)
- Compliance driven collection approach. (HIPAA Compliant - We protect PHI)
- Competitive Pricing model with guaranteed liquidation, which allows our clients to share in a larger portion of the collection revenue.
- Three Diverse Call Center Locations
- Certified MBE (Minority Business Enterprise) – Member of NMSDC

### Differentiators

- Fully Compliant collection agency adhering to all of the most important compliance standards set forth by CFPB, HIPAA, FDCPA, TCPA, PCI-DSS Level 1 Compliant, etc. We protect you and your patients by doing things the right way. We believe in delivering a patient-service driven philosophy by employing a full-time Compliance Department to handle all customer communication in accordance with CFPB Guidelines. We have built safe guards into our systems and policies to care for PHI along with all other personal information.
- We deliver a service that refuses to alienate your patients. There is a right way and a wrong way to manage the collection process, we choose the RIGHT way every time! We employ experienced healthcare financial professionals on staff.
- Licensed and Bonded to collect in all 50 States!
- We are an OPEN BOOK - 24/7 Online Access to your patient accounts and reports.
- Local Service with a National reach

### Past Performance

FCS currently performs debt collection services for a diverse group of healthcare providers including Medical Laboratories, Pathology Groups, Radiology Groups, Hospital Based Physician Groups, etc.

We are the “**PREFERRED**” Collection Vendor to most of our clients because of our commitment to offering very flexible solutions to their collection issues.



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