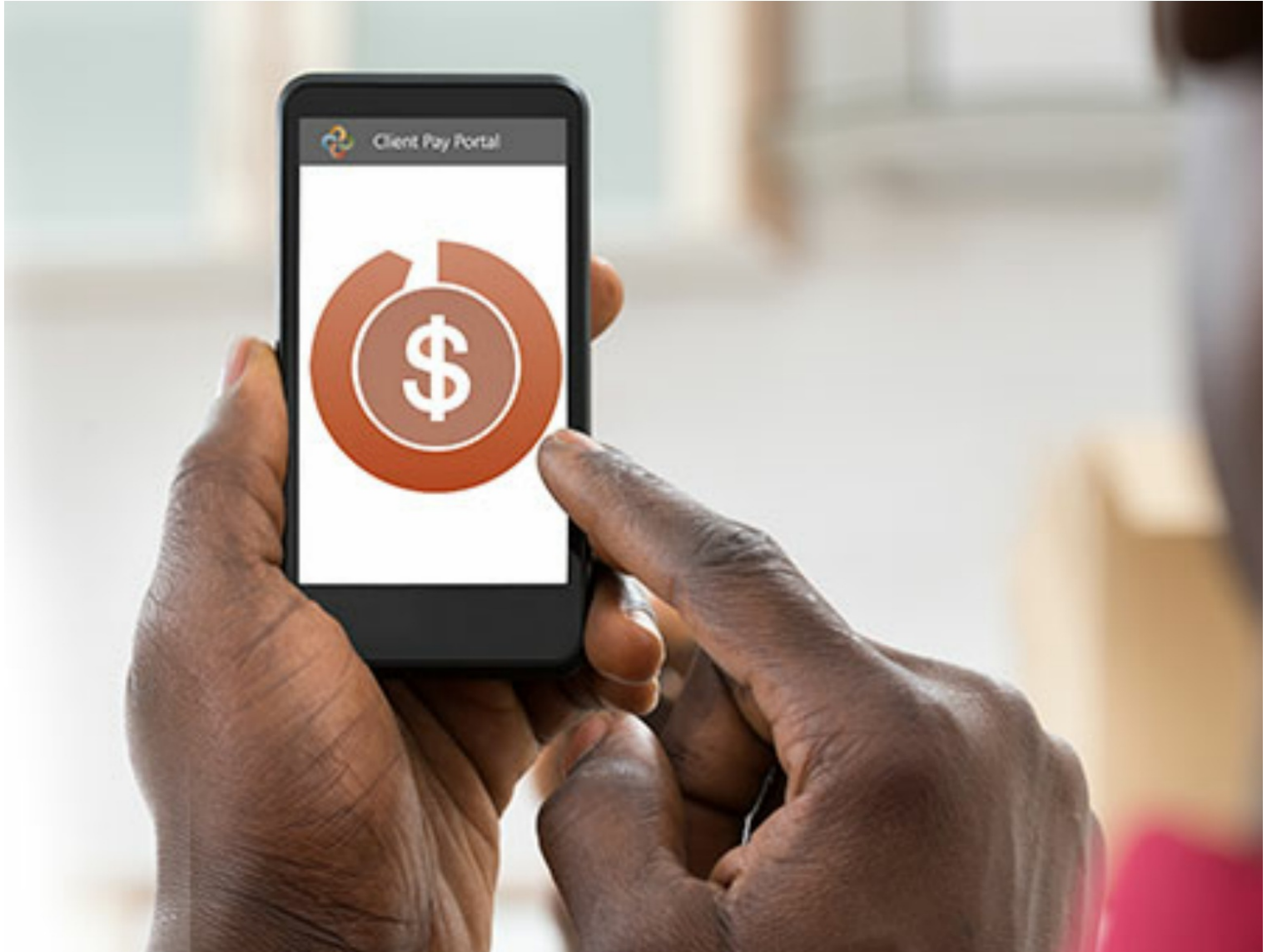




HRG Healthcare
Resource Group

www.hrgpros.com
800.695.8171



Early Out Self-Pay

Self-pay has become an important component in today's collection process and patient experience, especially with high deductible plans becoming more pervasive.

Healthcare Resource Group (HRG) is leading the industry by integrating people, process, and technology to maximize cash collections and patient satisfaction.

4 Ways Early Out Pays Off

1

Less Work for Hospital

For a facility to create and operate an efficient self-pay program, it must undertake: training, statement management, skip tracing abilities, handling uninsured patients, offering enrollment for state or government programs, bad debt reporting, payment plan structures, consistency and compliance factors with 501r, TCPA (Telephone Consumer Protection Act), FDCPA, PCI compliance, etc.

HRG's Early Out Self-Pay service gives your facility all the benefits of a self-pay program without all the work.

2

Increase Collections

Partnership with HRG can increase collections and patient satisfaction by using industry best standards for patient friendly billing and crafting customized revenue collection campaigns. It is not our practice to filter or score accounts with a propensity-to-pay. Better results can be achieved through direct patient conversation. Working all accounts ensures your facility receives maximum cash.

3

Easier Payment Options

HRG mirrors your payment policies while offering a patient-financial-counselor approach to statement resolution. We offer 24/7 online and pay-by-phone options and statements can be mailed, emailed and text messaged. The payment portal allows patients the flexibility to arrange payment plans and scheduling.

4

Decrease in Patient Complaints

HRG has the best Average Speed to Answer (ASA) in the industry. All calls are recorded to ensure the highest level of customer service. HRG specializes in patient-friendly resolution, alleviating one of the most common complaints of unfavorable collection tactics. Our team is trained to be approachable and respectful to accomplish mutually beneficial results.

HRG Early Out Self-Pay Services

All Accounts Contacted
No Account Scoring



45 Seconds or
Less Average
Speed to Answer

Extended Hour Multilingual
Contact Center



Outbound Call
Campaigns

Payment Plan and
Charity Care Maintenance



24/7 Multi-channel
Payment Processing

Customizable
Branded Statements



Guarantor Based Billing for
Family Accounts

Third-party
Identification



Account Follow-up
and Resolution



Patient Satisfaction

Starts Day 1



Patient-Financial-Counselor Approach

By listening and identifying to patient's specific financial needs we are able to verify insurance and offer payment plans, discounts and charity care when appropriate. HRG creates win-win situations for your patients and facility.



Customer Service

Our self-pay team participates in advanced ongoing customer service soft-skills and monitoring. This program improves greetings, holds, dead air, positive phrasing, tone, and call closure.



Patient-Friendly Billing

We maintain relationships by offering patient-friendly billing practices and a seamless branding of your facility in all communications.



Quality Assurance

We have a dedicated quality assurance team that reviews inbound and outbound calls, scores quality, and provides staff weekly one-on-one coaching sessions.

HRG Comprehensive Solutions



Live Calling - No Predictive Dialer

Delayed connection time kills customer satisfaction. We always make live calls. Your patient is a priority and we treat them that way.



Hospital's Unique "Voice"

We maintain your branding and unique "voice" on all messages and material. We create cohesive experiences for your patients.



All Calls Recorded

We record all calls. Our quality assurance team monitors these calls to ensure your patients are receiving the highest standard of care. We stand by our service and provide full transparency.



Customized Collection Campaigns

The entire collections campaign is strategically timed with individual account collection cycles. All statements, letters, and calls contain customized messaging.



Payment Posting Optimization

Seamless import of files for quick, efficient cash posting with less room for error.



Daily Uploads

We upload patient account notations into your system daily to keep you connected with patient activity at all times.



Comprehensive Reporting Package

We lead the industry in providing in-depth, comprehensive reporting packages, allowing you to see exact performance metrics.

Better Patient Experience

HRG service is designed to help patients meet their financial obligations in a pleasant manner. Our efficient payment process increases payment and patient satisfaction.



Patient-Friendly Statements



Multilingual Customer Service Team



Outbound Call Campaigns



24/7 Online Payment Portal



Money in Your Hands!



We remove obstacles, making it easier for your patients to pay.

HRG Early Out Self-Pay Benefits



23% Increase In Collections

HRG clients typically realize a 23% increase in collections.



Contingency-Based Pricing

HRG is committed to your success. We offer contingency-based pricing that includes statements and custom printed inserts.



Seamless Integration

HRG's Early Out Self-Pay services seamlessly integrate with your business office. We are you.



Self-Pay Industry Experts

Ranked 10th in 20 Best Workplaces in Health Care by Fortune magazine and Great Places to Work. HRG attracts highly skilled industry professionals and fosters growth through continuing education, quality assurance training, and certification opportunities.



Patient Security

HRG follows industry best practices utilizing data encryption and secure communications ensuring safe data exchanges. Our OutPartnering Center utilizes privacy protocols and HIPAA compliant personnel in a secured facility.



Excellent Patient Satisfaction

From our patient-friendly statements to our patient-financial-counselor approach, we structure our service to keep your patients satisfied and delighted.

The HRG Difference

Customized Solutions

HRG's Early Out Self-Pay program is designed to cater to the unique needs of your facility.



Collaboration

Our team works closely with your team to create a solutions-oriented approach.

Industry Experts

Our experienced team is expertly trained, certified, and compliant in: FDCPA, TCPA, PCI, HIPAA, and 501r. HRG is a member of HFMA and Association of Credit and Collection Professionals.



Employee-Owned

HRG is the largest employee-owned revenue cycle management company in the United States. Our fully vested eOwners are fully invested in providing client delight.

Limitless Possibilities

HRG specializes in every nuance of revenue cycle management. We partner with you at any level of service and collaborate with you as needs change.



Ready for
Early Out Self-Pay
that pays?

Contact Us Today

HRG Healthcare
Resource Group



Serving healthcare providers since 1994.

YourPartner@hrgpros.com

800.695.8171

www.hrgpros.com



#hrgpros