


*The 5 “W”’s of a
winning Collection
Agency*



**Accounts Receivable
Consultants, Inc.**



The “W”’s

Who

- Who is ARC
- Who Uses ARC

What

- What ARC Does

When

- When to Use ARC

Where

- Where ARC handles accounts

Why

- Why choose ARC



The Who

Who is ARC

- ARC is a collection agency that specializes in Medical A/R. Over 93% of our clients are in the medical industry. We have been providing them with superior collections for over 20 years. We can proudly say we are the experts at getting the job done. Whether you need assistance with early-outs, bad debt, or insurance follow up, we can meet all your needs.

Who Uses ARC

- ARC has a wide variety of clients that rely on us to provide them with complete A/R support:
 - Hospitals
 - Out patient Surgery Centers
 - Behavior Health
 - Pediatricians
 - Orthopedic Groups
 - Cardiovascular providers
 - Surgeons
 - Neurologist
 - Oral Surgeons
 - Dentist
 - And the List goes on

The What

What ARC Does:

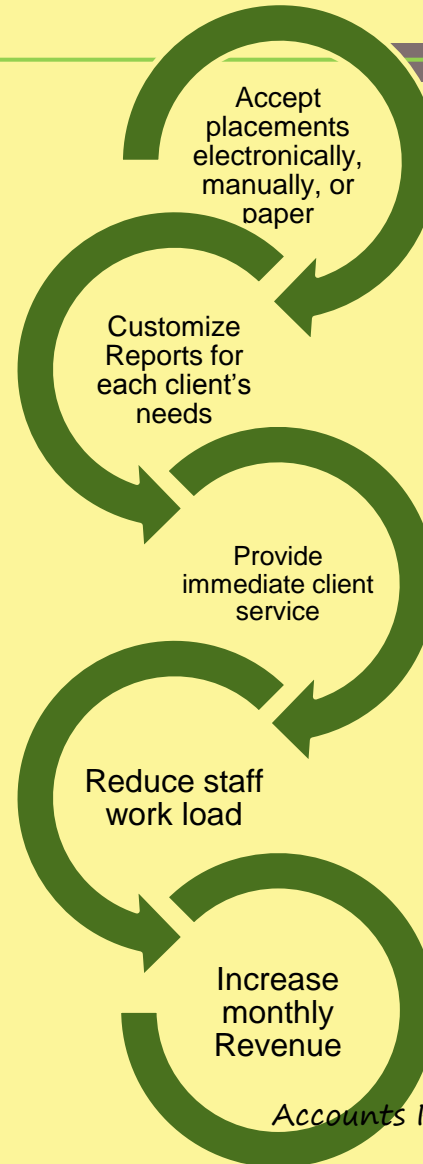
We go above and beyond to provide each client with personalized service. We customize our process to fit your needs.

We make placing accounts in our office simple.

Our reports, acknowledgements, and client statements are easy to read, plus we can customize any report you need.

Our client service department is always on hand to answer a call or respond to an email.

Keeping all these facts in mind, you can see ARC will increase your revenue while providing excellent client services.





The When

When a Patient is not responding to in-house efforts

In these scenarios it takes a collection agency to get involve for a patient to take providers serious on their request for payment

When a patient is not following through with an agreed payment arrangement

We set up reasonable payment arrangements and have systems in place to send reminder letter, and track any missed payments daily

When a patient is claiming another party is responsible

We are experts in the federal and state laws to hold the proper party accountable for their obligations; whether it is a spouse or an insurance company

When a responsible party refuses to pay

We hold the responsible parties accountable; without a collection agency, these cases rarely get resolved

When accounts unpaid reach 90-120 days

We clean up the aged accounts while your staff focuses on the current accounts. When the staff is spread thin, accounts tend to slip into the 90+ bucket, making them harder to collect

When you have tried other agencies, and they were unable to meet your needs

We have had clients use multiple agencies while using us, and each month we surpassed other agencies Quality Assurance, Client Service requirements, and Monthly Liquidation



The Where

Even though ARC is located in Houston TX, we are a nationwide collection agency. About 64% of our clients are located in Texas, the other 36% are spread across the nation. We have no boundaries.

ARC follows each state's, as well as the federal laws diligently.

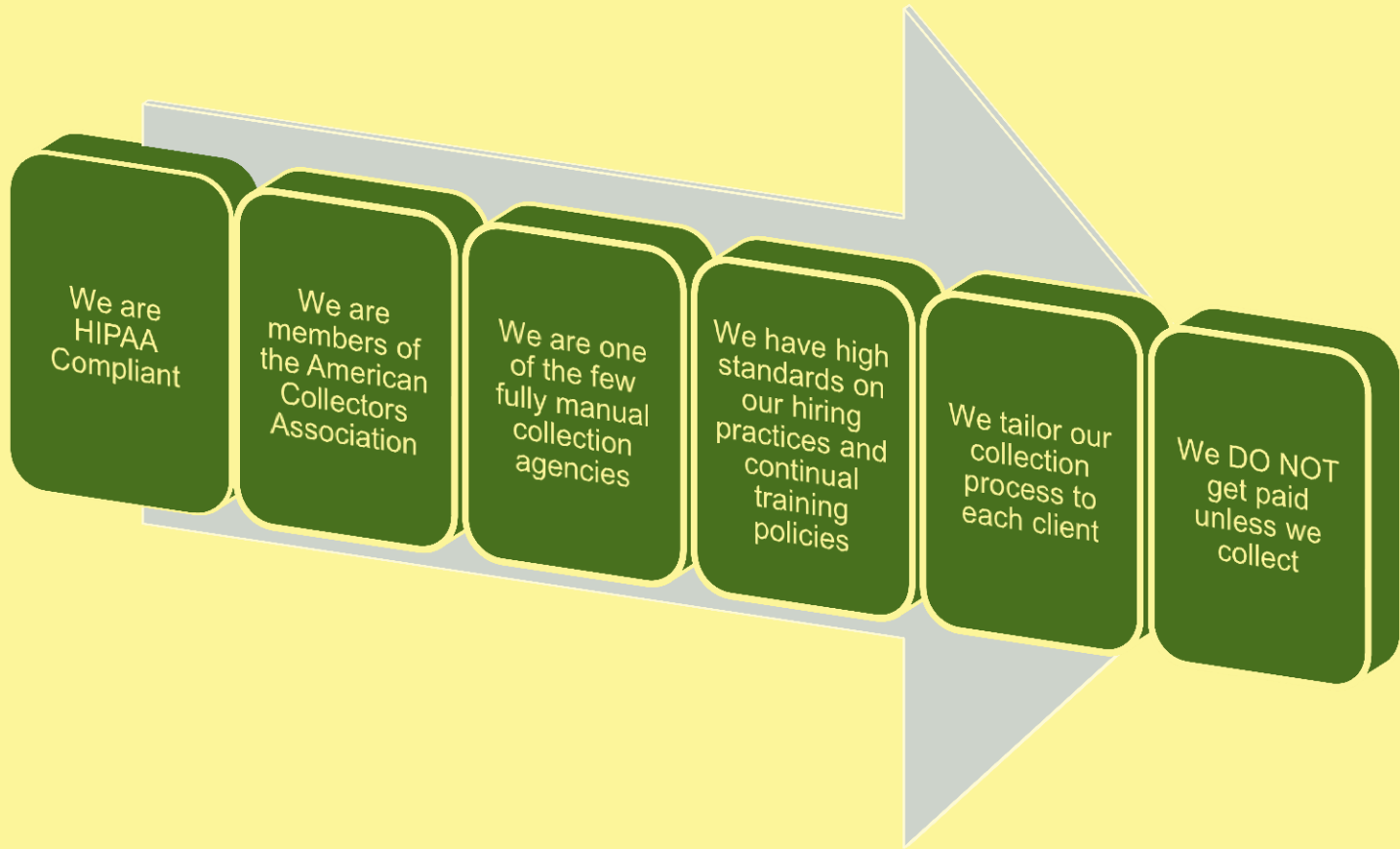
We stay up to date on each states collection laws in addition to HIPAA and FDCPA regulations for compliance.

- All accounts placed with ARC will be handled exclusively in our office. We DO NOT out source any information or accounts to a third party or subcontractor:
 - All calls are manually made on our collection floor
 - All Skip tracing is manually done in our Skip Tracing Dept.
 - All insurance follow ups are done in our Insurance Dept.
 - All client service request are handled in our Client Services Dept.

Our Clients are never at risk of a subcontractor and/or third party having access to their patients information.



The Why





Accounts Receivable Consultants, Inc.

We appreciate this opportunity to introduce ARC to you.

ARC is The winning collection agency that breaks the mold all agencies are the same. We are looking forward to providing you outstanding recovery to rely on and exceptional client services to support your staff.

If you are looking to get the most out of your revenue cycle, we are the agency for you. Please contact us with any questions or to start placing accounts.

Thank you,

*Wendy Gregory
Sales & Marketing Director*

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