



THE SYSTEM REVIEW

What's New?

We are very excited about our three new team members!

Uniquely, Jessica is a second generation CSFV team member! Her mother, Debbie worked with us for many years. Jessica enjoys spending time with her two sons who are 14 and 11 years old, walking her dog, Menace, and reading.

Kelly comes to us from Jacksonville, Florida. She is the mother of a 20-month-old daughter so needless to say, she doesn't have very much time on her hands!

Keyonna moved to the Fox Valley from Chicago about a year ago. She loves reading and playing volleyball and is spending time making a new circle of friends here in Wisconsin.

Welcome to the team ladies! Thank you for all your hard work.

What's Changing?

Two of our long term team members retired on September 15, Pat and Pam had been with CSFV for 23 years.

They enjoyed the comfort and support that the Credit Systems team provided them throughout their career and said they couldn't have found a better place or employer like our owner, Pat. They felt the goals set for them were consistently attainable, the rewards were generous, and the flexibility in scheduling were some of the biggest reasons they stayed with CSFV for so many years.

The maternal twins have each made their own bucket lists, have set a goal to visit Nashville in a couple of years, as well as visit their sister in Illinois more often. We will miss "The Twins" very much but wish them a happy and relaxing retirement!

From The Compliance Desk

As of September 15, the National Consumer Assistance Plan (NCAP) made changes to the way Credit Reporting Agencies receive their data. The latest changes effect debt collection agencies and how data is furnished to CRAs, including the age of the account and whether it has been paid by insurance after being reported.

The tricky part lies in the ***age of the account***. The date of "delinquency" will need to be determined by the provider and can vary from one provider to another. It is important for our clients to let us know if insurance paid a debt in full so that we know to delete the listing with CSRs.

We're Growing!

Credit Systems is ***proud*** to accommodate the diverse needs of our clients! Please help us welcome our newest partners in success!

- Northstar Dental Group
- John's Towing
- Quisto, Inc.
- Great Day Dental—Wausau
- Spectacular Visions—Clintonville

If you know a business or professional who could use our expertise collecting past-due balances, or to help avoid delinquency in the first place, feel free to pass on our information!



Another Compliance Fact

The Telephone Consumer Protection Act (TCPA) limits the use of an automated dialer system and restricts telephone solicitation. Collection agencies, without consent, are prohibited from contacting consumer's cell phones in this way.

To help stay within legal guidelines, providers can help their collection vendors by including a statement on initial contact forms and/or contracts that expressly permits the provider and its agents to contact the consumer at the number they, themselves, provided—cell phone number or not.

Credit Systems has a standard template we're happy to offer our clients upon request.

Merging Resources

The world of mergers and acquisitions are continuing to grow. The first quarter of 2017 saw an 8% increase in hospital and clinic transactions versus 2016's first quarter, while additional mergers amongst larger organizations are also expected.

"Hospitals and health system executives are looking for strategic opportunities to ensure the continued growth and success of their organizations amongst disruptive forces, including innovative competitors, declining payments, flat or decreasing inpatient volumes, and increasing price sensitivities among consumers," said Anu Singh, managing director at Kaufman Hall, in a news release. "As the number of independent hospitals declines, organizations are seeking to build new capabilities and economies of scale through partnerships."

Patient Care a Different Way

Whether your practice is dentistry, chiropractic, eye care, or general practice, all practice managers are concerned about acquisitions, mergers, patient loyalty, social media, competition, and the list goes on.

Credit Systems has a valuable source of guidance and help for our clients based on the principal of a sales training program. If you or someone you know may be interested in reading our source called "*Patient Care The Sandler Way*" let Renee know you're interested in checking it out from our library of resources.

If you would like a personal review of your revenue cycle, please contact Renee Brey.

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Testimonies

"We are very pleased so far with CSFV's collections efforts on our behalf. Our payment processor said she is getting payments and some have paid directly to CSFV also. We're so happy with this response in such a short time (has it even been a month?). Thank you!"
Karin, Practice Manager"

"I really wanted to let you know, we were dealing with Laura and she was patient and understanding. We appreciate her, she made paying our large medical bill painless and really helped us...I wanted to let you know"
-Marie-New London

Upcoming Events: Will We See You There?

HFMA Mega Conference

*Kalahari Resort and Conference Center
Wisconsin Dells, Wisconsin
January 15-January 17, 2018
Monday- Wednesday
Contact:
info@megawisconsin.com*

EMS Working Together Conference and Expo

*Wisconsin Center—
Milwaukee, Wisconsin
January 24-January 27, 2018
Wednesday—Saturday
Contact: 800-793-6820*