



THE SYSTEM REVIEW

What's New?

A new feature has been added to our online access! We can now exchange information, itemized statements, and any other pertinent information in a secure format via our online Client Connect.

Contact Renee if you feel that this would be a good addition for you and we can get you set up with access.



New Partners in Success:

Fox Valley Roofing and Siding
Countryside Animal Hospital
Dr. Michael Casali
Dr. Sharon Gray
Accurate Imaging
Center for Family Healing
Limitless Elite Gym

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

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The “Good to Know” File

November 2017, Senator Mike Crapo (R-ID) introduced a bill to the Senate Banking, housing and urban affairs committee that would require all credit reporting agencies to provide free credit freezes to consumers. It was signed into law by President Trump on May 24, 2018 and as of September 21, 2018 all consumers can contact the top 3 credit reporting agencies and request their credit file be frozen for free. Additionally, consumers can request that their file be unfrozen for free. A credit freeze restricts access to credit files and makes it harder for identity thieves to open new accounts in consumers' name. A credit “freeze” is different from a credit “lock” which is available for a fee. Here is the contact information for the top 3 credit reporting agencies:

Equifax
Equifax.com/personal/credit-report-services
800-685-1111

Experian
Experian.com/help
888-EXPERIAN (888-397-3742)

Transunion
TransUnion.com/credit-help
888-909-8872



3 Reasons to Outsource Debt Collection

- 1.) Streamline your revenue process. Timely collections increases cash flow!
- 2.) The collection process can be challenging and time consuming. Removing that stress from your staff can increase office moral.
- 3.) Removing your staff from the process keeps a positive image and helps maintain good relationships with client and patients.



Collection Perception

The collection industry is largely misunderstood and marginalized. Thankfully there are organizations that work to inform consumers about what we do, what we do for them, and how we contribute to our communities.

The Institute for Collection Leadership is working on a mission to improve the public perception of our industry as well as forming a unifying message to lawmakers. Their website features many employees, from large to small agencies, and some of the consumers that have been helped by professional collectors.

Check out www.collectthetruth.org

BUILDING TRUST

ICD 11

Not to ruin your day, but...

ICD 11 is coming.

The new edition carries 55,000 codes for injuries, disease, and cause of death where the 10th edition had 14,400.

The World Health Organization (*WHO*) has also added coding for gaming disorder as an addictive disorder and for the first time, ICD will be completely electronic.

ICD 11 will be presented at 72nd World Health Assembly in May 2019 with full implementation in January 2022.



Spoofing

Spoofing is a method telemarketers use to mask their phone numbers making incoming calls appear to be local, or similar to a number that you have stored in your phone. This practice is illegal, but the good news is the FCC just leveled an \$82 million fine on a health insurance marketing company that was making, *Robo-calls*.

We all know this trick; we've all gotten the calls. The [FCC](http://www.fcc.gov) has a website that can take you step-by-step through the process of filing a complaint when you feel that you've had enough! (www.fcc.gov/consumers/guides/spoofing-and-caller-id)



Credit Systems of the Fox Valley Offers Payment Monitoring Services.

You don't need to maintain an inventory of accounts that are on a lengthy payment plan!

You can refer those balances to us here at CSFV and we can maintain those payment plans for you.

Give Renee a call to discuss this option and to see how this service can work for you and your organization.