

# CASE STUDY #171

Current Customer Since 2013

420+ Regional Medical Center and multiple outpatient facilities serving their community for over 60 years.

## THE CHALLENGE

A regional medical center desired to increase patient Self Pay. The system historically worked accounts in house and then turned accounts over to a local attorney for continued collection efforts.

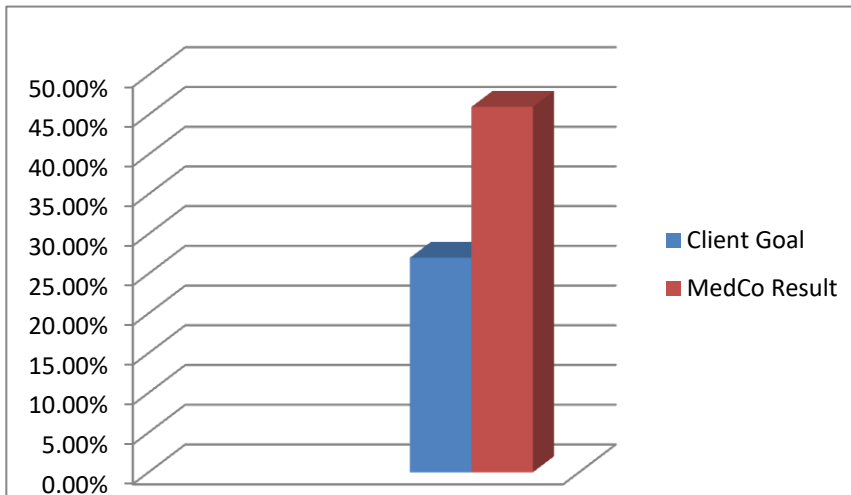
## OUR SOLUTION

MedCo's Implementation Team met with client management to identify the previous payment aging and to outline and complete a comprehensive onboarding process. The system had a large number of patient placements and their process did not allow for all accounts to be fully worked. MedCo utilized its proprietary custom dialers reaching thousands of more patients per month. While on the phone, highly trained healthcare recovery specialists helped remove obstacles for the patient to fulfill their financial obligation. In the cases where insurance was discovered, accounts were sent to the system's billing office for follow up. The result: MedCo has increased overall monthly collections by an average of **46%**.



## Benefits of Changing to MedCo Services

- Increased Collections.
- 100% Call Recording
- Incident Reporting
- Comprehensive Reporting
- Patient Satisfaction



## RESULTS & BENEFITS



**46%**  
increase  
In self-pay cash  
collection rate



**INCREASED**  
Patient Satisfaction



**INCREASED**  
Cash Flow