



PATIENT BALANCE MANAGEMENT | CUSTOMER SERVICE
 INSURANCE MANAGEMENT
 CONVERSION SUPPORT | A/R LIQUIDATION
 PATIENTREV® ONLINE PAYMENT PLATFORM

ENSURE PATIENT SATISFACTION WITH PFS GROUP

At PFS Group, we're committed to answering your patients' questions with sincerity and clarity to resolve your accounts receivable balances quickly and eliminate patient complaints. Many of our dedicated staff are certified with AAHAM and have excelled in the CRCS-I, CRCE-I and CRCP-I examinations to ensure professional proficiency and account liquidation.

PATIENT BALANCE MANAGEMENT | CUSTOMER SERVICE

- Dedicated team of patient accounting professionals focused on achieving goals with an approachable tone
- All communication with guarantors completed in client's name to maintain transparency
- Incoming calls are monitored real-time to ensure call abandonment is no more than 2% after three seconds
- Friendly and helpful demeanor utilized in all written and verbal communications
- Customized communication campaigns to support client initiatives
- Creation of a UniBill® environment between hospital and professional billing

A/R CONVERSION PROGRAMS

- Mutually define a pre-conversion strategy
- PFS Group can share strategic options as a result of efforts serving numerous clients through conversions
- Sense of urgency necessary for success
- Jointly delineate a projected cash value that will serve as a goal to ensure your success
- Maximum resource allocation to guarantee quick and successful liquidation with the highest levels of customer service
- Completely liquidate your legacy A/R in 12-15 months or less

INSURANCE MANAGEMENT

- Increase cash flow
- Lower adjustments
- Reduce the number of days in accounts receivable through single-call resolution
- Decrease denials
- Resolve government accounts to ensure accurate reimbursement is received, including Medicare and Medicaid
- Prioritize claims through analysis of filing deadlines, high-dollar review or unprocessed claims

PATIENTREV® ONLINE PAYMENT PLATFORM

- Seamless integration with your existing payment gateway and merchant processor
- Hospital branded and fully integrated into your website to maintain consistent transparency
- Online access to statements
- Pay-by-Text and email payment alerts
- Flexible payment options
- Best-In-Class security: PCI and HIPAA compliant

Experienced team, results oriented.

With over 725 staff members, we have the resources and scalability necessary to dedicate experienced account specialists.

The most advanced technological infrastructure to automate and maximize account workflow.

Insurance early-out styled programs that manage more than \$3 billion of current A/R.

Proven track record of assisting high performing health systems to achieve their goals.

Company Overview

PFS Group provides fully diversified, end-to-end business process outsourcing (BPO) solutions for leading healthcare providers throughout the United States.

Led by an executive team with more than 200 years of experience, PFS Group has built more than 100 successful partnerships with healthcare clients in 29 states across the country since 2005.



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