

## **Diversified Receivables Management, Inc.**

Providing exceptional Client and Patient focused bad debt collection efforts and accounts receivable management outsourcing solutions, backed by over 60 years of industry experience.

DRM is the one agency that focuses on improving a medical providers bottom-line while never losing sight of the importance of overall Patient satisfaction.

DRM is fully-licensed and audited by the State of Michigan, Consumer & Industry Services and a proud member of the American Collectors Association; Michigan Association of Collection Agencies; Chamber of Commerce; Healthcare Financial Management Association™; and the Michigan Alliance of Healthcare Access Professionals.

DRM offers a full range of accounts receivable management outsourcing services, including:

- Business Office Outsourcing
- Client Service Call Center Programs
- Patient / Customer Retention Programs
- Pre-List Patient Statement Campaigns
- Pre-Collection Mail and Telephone Campaigns
- Early Intervention Mail and Telephone Campaigns
- Resolution of Outstanding Accounts Receivable Portfolios
- Patient / Consumer Bad Debt Collection
- Commercial Bad Debt Collection
- Custom Receivables Management Programs
- Supplemental Services
  - On-Site Collection Training
  - Employee Communications and Payment Negotiation Training
  - Collection Procedures Consulting
  - Fair Debt Collection Practices Act Education Programs
  - Skip-tracing Education Programs

DRM also provides an extensive Client 'Value Added Servicing Program' that encompasses:

- Customized Statistical Evaluation and Account Tracking / Trending
- Complimentary Quarterly Review of Your Accounts Receivables
- Site Analysis of Internal Collection Procedures
- On-Site Collection Procedure Recommendations
- Personal Statement Reviews
- Client Satisfaction Surveys
- Manual, Automated and Predictive Calling Environments, to ensure quality contacts
- Updates on new or Modified Collection and HIPAA Laws
- Personal Interaction of Accounts
- Compliance and Complaint Control Programs
- Custom Report Services
- Turnover Analysis for Problem Account Detection
- Individually Assigned Client / Agency Representative

DRM consistently provides exceptional Client servicing and recovery percentages that exceed national averages and those of competing firms. As a result of this dedicated commitment to our Clients, DRM has been awarded various Pre-Collection, Bad Debt collection, and patient accounting call center services by the Botsford Health Care Continuum and related business affiliates since 1998. DRM currently provides outsourcing services to the Botsford General Hospital, Botsford Outreach Laboratories, Botsford Medical Imaging, Farmington Emergency Medicine Associates, Botsford Kidney Center, Community EMS, Healthlink MTS, Life Support Training Institute, and Parastar Medical Billing.

In addition, DRM is the preferred provider of bad debt collection services for the surrounding governmental entities such as the City of Farmington Hills and Redford Township Fire Departments.

DRM would like to extend a discount of 15% off traditional service rates to all physicians not currently benefiting from the services that DRM provides. Please contact Sean P. Turner, Vice President, at **800-968-8111** for a personal service consultation.