

MEDUIT BAD DEBT COLLECTIONS

Healthcare providers face unprecedented challenges for resolving bad debt.



Purely digital solutions with no human touch points don't work.

Traditional solutions utilizing only call centers and postal mail struggle to reach patients because of spam filters, caller ID and general media noise.

Pain Point



An increasing number of bad debt accounts



Staffing challenges and a tight labor market



Intense margin compression



Concerns over data security



Language barriers for English-speaking patients when call centers are outsourced overseas

Meduit Solution



Investment in technology to handle more accounts efficiently



SARA becomes conversational and is the first touch point for all calls



Technology-enabled service allows for a lower cost-to-collect and lower rate



Secure HIPAA-compliant US-based servers



Careful selection of *nearshore* partners for time zone compatibility as well as language and cultural compatibility

Fueled by Technology

When Meduit applies technology-powered resources to work thousands of accounts at scale, Meduit delivers more revenue, lower costs, greater patient satisfaction, very low to no complaints, and relief for corporate staffing pressures.

FEATURES

Advanced Data Analytics	Propensity-to-pay database segmentation model prioritizes and maximizes patient outreach, while advanced technology keeps labor costs low so we can work every account
Integrated Text/Email Platform	Sophisticated next-gen text and email, leaning heavily into texting as the most effective way to connect with patients
Convenient Patient Portal	Online payment portal drives convenience, self-service, patient satisfaction and results
Coordinated Call Center Network	Cohesive and highly trained onshore and nearshore customer service centers with cultural and time zone compatibility
In-country Data Security	Secure HIPAA-compliant US-based servers for all Meduit clients
Integrated Comprehensive Compliance	In-house team of compliance experts and a thorough understanding of federal and state regulations help ensure strict compliance across all Meduit client programs
SARA as Conversational IVA	True conversational IVA for all outbound and inbound calls – available 24/7/365, is bilingual, has empathy and shows emotion. SARA is fully integrated with contact management systems and collection platforms for a human-like experience

BENEFITS

By pairing unparalleled expertise with game-changing technology, Meduit Bad Debt Collections delivers:



Superior financial results



Highly competitive pricing



Goal of zero patient complaints, including training and operational performance



Proprietary technology platform of patient-centered service tools

The technology-driven change in bad debt collections is not a passing trend. It's a fundamental transformation that requires the kind of complex, integrated system of collections that is Meduit's new Bad Debt solution.



Contact Meduit today to start resolving bad debt accounts and driving more cash.
contactus@meduitrcm.com or visit us at meduitrcm.com.