



BEST PRACTICES

ARCI has initiated and follows organizational best practices, such as: team-based workflow, extensive employee training, standardized processes, strategically planned initiatives, outcome based results, decision support and knowledge management.

Accounts Receivable Collections's (ARCI) Extended Business Office (EBO) is comprised of experienced and professional A/R Specialists utilizing the most state-of-the-art collection support technology available. Our EBO staff is well-versed and knowledgeable in all industry matters from self-pay collections, government and commercial insurance tracking and HIPPA/PHI. Our full service concept encompasses on-site training, revenue cycle consulting and customizable program initiatives.



self pay collections
payment plan monitoring
health insurance tracking (HIT)
denial management
revenue cycle consulting
training and seminars

ARCI is dedicated to providing measurable and comprehensive recovery services to our clients throughout the healthcare industry. Our receivables recovery programs are designed to insure that our clients realize the highest possible returns on the accounts that are referred for collections.

We provide concrete solutions and quality service, customized on an individual basis, to each of our clients. We believe our clients are unique from one another and need definitive yet flexible programs to assist them in attaining their financial objectives.

We believe this can be accomplished through:

- Professional collection methods
- Maintaining the integrity and good public image of our clients
- Aggressive pursuit and use of technology
- Progressive training of our Account Representatives

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Working together for mutual success.

RESPONSIVENESS, ACCESSIBILITY, FLEXIBILITY AND ACCOUNTABILITY.

These are the cornerstones of ARCI's client services and collections philosophy. We serve all of our clients in this capacity, without compromise.

improving cash flow for today's healthcare providers

EXTENDED BUSINESS OFFICE (EBO)

ARCI's EBO can provide services such as billing, monitoring and claims resolution. ARCI supplements your business office staff by providing professional assistance and technology to manage these time consuming processes on your behalf. ARCI's EBO has achieved positive results for our clients, including quicker claims resolution, reduced days in A/R, improved cash flow and outstanding customer service. Perhaps most importantly, we reduce your staff workload so they may focus on more critical areas.

SELF PAY COLLECTIONS AND PAYMENT PLAN MONITORING

To offer your patients alternative payment options and to increase cash flow generated by self-pay receivables, ARCI will actively, professionally and ethically collect on and monitor patient payment plans, customized for your facility. Payment plan monitoring can also be an independent process, in which ARCI will track the patients' obligation to pay the provider of service by producing an autodraft each month and/or generating reminder calls for upcoming and past due payments.

KEY PROGRAM FEATURES

- Remote connectivity to your system for seamless operations
- Professional ARCI representation onsite at your location
- Local and toll-free numbers for your patients
- Secure transmission of information
- Interactive and Predictive dialing modules
- All inbound/outbound calls recorded
- Electronic storage and imaging
- Flexible and custom reporting options
- Skip tracing and credit scoring
- All collections performed in your name for transparency



INFORMATION TECHNOLOGY

ARCI has a dedicated full-time IT department that strives to keep pace with the continuously changing world of computer and Internet-based technologies. Our IT support group integrates computer systems, coordinates and provides training, and manages software, hardware and applications.

HEALTH INSURANCE TRACKING (HIT)

ARCI's HIT Program can work in conjunction with or independently of EBO services. ARCI can speed up your revenue cycle by taking over your claims processing, from initial billing to final adjudication. This process can be implemented from day one or from any day you deem appropriate. Once again, ARCI will function as a "de facto" employee of your organization, seeking claims resolution in your name by following-up with government and commercial third party payers. ARCI is fully staffed and seeks to employ only those with demonstrated experience and proven capability.

DENIAL MANAGEMENT

ARCI's Denial Management Program is dedicated to resolving this troublesome and time consuming area. We will handle all payer denials, to include those for lack of precertification, invalid coding or delayed payment of claims. We will also review for correct payer reimbursement, based on your contractual specifications. Our customizable database categorizes denials and provides comprehensive reporting. Our Denial Management Program will result in an overall stronger revenue cycle.

ARCI OFFERS A WIDE RANGE OF REVENUE SOLUTIONS. HOW CAN WE HELP YOU?

Please contact John Vickery, Business Development Manager, at 803/951-4544 Ext 112 to discuss your needs.