



October 2009

RMB Inc. presents **RMB SELECT**

As the economic downfall approached last fall, RMB's ongoing focus on strategies for improving healthcare collections became more relevant and immediate. Every detail of the collection process was reviewed, critiqued and refined by designated committees. After completion of this process, **RMB Inc. is pleased to present RMB SELECT.**

RMB SELECT

- 💰 Interactive Voice Response (IVR) for payments made by phone, available 7 days a week, 24 hours a day. Electronic check payments and credit card payments are accepted by the IVR.
- 💰 Enhanced Payment Website with expanded capabilities for patients, available 7 days a week 24 hours a day. Patients have the ability to make payments, check balances and review payment history. (www.makeyourpayment.net)
- 💰 Expanded Collection Hours, including Saturday availability.
- 💰 Skip Tracing – More sophisticated automated searches with the addition of an Asset Investigator for manual searches. RMB currently utilizes five vendors to assist with skip tracing efforts.
- 💰 Scoring - Utilization of **two** types of scoring to assess the likelihood of payment from each patient thereby customizing the work that is performed on each account based on individual scoring. Internal scoring is based on 15 years of collection activity and external scoring is based on an individual's credit history.
- 💰 Pre-screen Unit – Identification of third party payers upon referral utilizing Passport and internet access to various payers; reporting that information back to our clients for timely billing.
- 💰 Insurance Follow-up – Follow-up of commercial and government claims to resolution; including corrected billing and appeals.
- 💰 Email Addresses – collection of patient email addresses, including permission to communicate by email regarding payment plan information.
- 💰 Increased Right Party Contacts - Pooling of Account Specialists to achieve maximum efficiency from automated dialer, thereby increasing right party contacts and promises to pay.
- 💰 Patient Counselor Approach – RMB approaches the accounts as Patient Counselors working with patients to determine a financial solution to resolve their current situation. This strategy provides an added value to patients while in turn increases the number of patients making monthly installment payments. This approach, along with RMB's scoring program, also helps to reduce patient complaints.
- 💰 Enhanced Training – Staff members not only attend regular training sessions, but also receive timely information regarding red flag items, compliance updates, etc. from RMB's Chief Compliance Officer.
- 💰 RMB Going Green – RMB has embraced "Going Green", implementing cost-saving "green" projects for the company and encouraging our clients to do the same.

RMB Inc. continues to maintain an exclusive focus on healthcare, offering self-pay contingency collection services; purchased & pre-funded debt; payment monitoring; insurance follow-up & resolution; and special projects. All of RMB's efforts are aimed at assisting our clients with both timely and financial improvements in their revenue cycle. Let us know how we can further assist you.

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