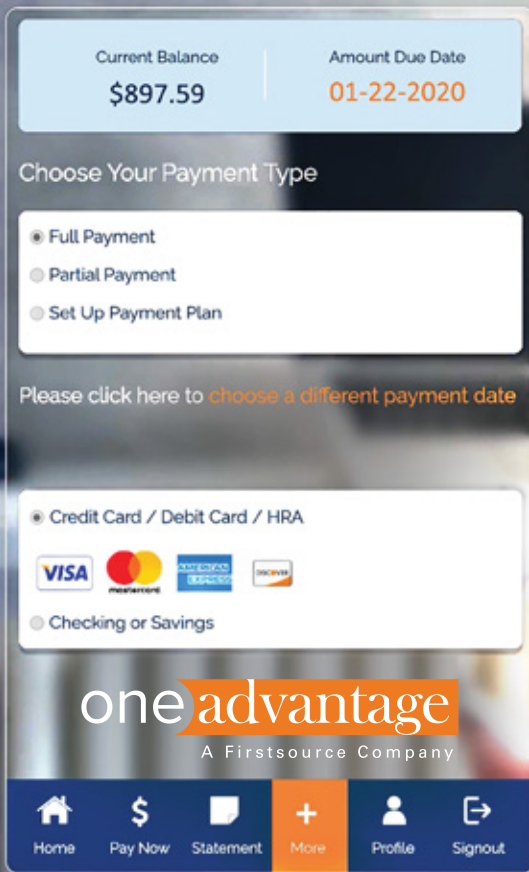


Healthcare Debt Collection Services >>

one advantage

A Firstsource Company

Maximize revenues, build patient loyalty &
Stay Ahead with innovative, technology-driven solutions



Facing the changing landscape

Healthcare providers have seen Patient Balance After Insurance (PBAI) more than double over the past decade, leading to an increase in their AR attributed to self-pay.

As patients become the new payer, bad debt volumes are consistently growing. It is imperative for hospital executives to partner with innovative vendors that can reduce those back-end dollars being written off.

Helping impact our clients' bottom-line by solving business challenges

We understand that, in addition to the patient experience, return on investment (ROI) & ease of use are the most important factors to consider when choosing your next collection partner. We keep this in the forefront of our mind when onboarding every new client. We've used 30+ years of experience to create custom solutions that continuously improve process efficiency & maintain compassionate patient interactions, allowing us to consistently *Stay Ahead*.

We serve a wide variety of healthcare providers – hospitals, physician groups, large national healthcare systems, small rural hospitals, academic medical centers & government facilities. **Our services include:**



EARLY OUT
SELF-PAY



DIGITAL
COLLECTIONS



PRIMARY
BAD DEBT



SECONDARY
BAD DEBT



LITIGATION
SERVICES



FEATURED SERVICE: DIGITAL DEBT COLLECTIONS

Adapting to the changing landscape, Digital Collections innovates & rejuvenates an integral part of your revenue cycle process.

As customers increasingly turn to digital channels to conduct their financial transactions, it is important for the debt collection process to stay in sync with the changing landscape. Digital Collections helps streamline processes, increase patient engagement, reduce superfluous costs & enhance the recovery of aged AR.

Changing the game for our clients



01. ACCOUNT SCORING & SEGMENTATION

Understanding your patient population is the key to maximizing the return on your bad debt.

One Advantage utilizes a proprietary scoring and segmentation model which assigns a propensity-to-pay score to each account, allowing us to maximize our recovery efforts on your aged AR.



02. DATA SECURITY, HIPAA AND PCI COMPLIANCE

Safeguard your patients & your process.

One Advantage has a multi-pronged approach to data security that includes physical, administrative, and technical safeguards. Our extensive compliance protocol ensures that data security is adhered to through our internal and external auditing process.



03. COMPLETE EDI CUSTOMIZATION

Reduce the burden on your IT resources; choose a partner that conforms to your extracts.

With a wealth of experience working with Epic & Cerner platforms, our programmers are well versed in working with a variety of data extracts. Our expertise & experience makes start up & implementation simple for our clients; reducing the burden on internal resources.



04. INNOVATIVE DATA ANALYTICS & MACHINE LEARNING

Transform your debt collection experience using automation, workflow & analytics.

Our data scientists assess your patient population & their engagement behaviors. We use machine learning & analytics to help us determine the proper journey for patients.



05. ADVANCED TCPA-COMPLIANT DIALING STRATEGIES

TCPA regulations have made for a rough terrain when communicating with patients.

Research shows that 95% of Americans use a cell phone as a method of communication. Without implied consent, auto-dialers have become obsolete. Our compliant dialing practices allow One Advantage to capture large volumes of calls using TCPA-compliant practices.



06. EFFECTIVE STRATEGIES & WORKFLOWS

Innovative ways to manage bad debt & increase potential lost revenue.

With the evolving changes in healthcare, our executive management is constantly improving workflows that help our clients maximize their returns & provide best-in-class performance. We take advantage of automation as frequent as possible.

What you can expect



Aspire to *stay ahead* with one advantage

A gility	S olutions	P atient experience	I nnovation	R egulatory compliance	E mployees
Adapting to the ever changing healthcare marketplace	Solving your problems with intelligent thinking & collaboration	Treating your patients with courtesy & respect	Utilizing cutting edge technology to keep processes efficient	Staying up to date with regulations & policies	Our employees are our greatest assets

one advantage
A Firstsource Company

An industry leader in delivering operational excellence & innovative solutions

Since the inception of modern-day collections, One Advantage has been providing receivables management for Healthcare providers nationwide. We take pride in upholding our clients' values during each & every patient interaction, & understand that recovering aged AR injects the revenue necessary to focus on what matters most-saving lives.

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