



A-1 COLLECTION AGENCY

BAD DEBT COLLECTIONS

Leading-edge collection technologies

We know your staff wear many hats and work hard to ensure your patients receive the best care possible. It can be challenging to add the difficult task of collecting money from patients who have not paid their healthcare bill.

Having a clear mind and concentrating on your core business activities is a major advantage of delegating collections to someone else. A-1 Collection Agency (A-1) can help.

A-1 utilizes experienced financial counselors and leading-edge technologies to ensure some of the highest recovery rates in the country. Our financial counselors are trained extensively, certified in FDCPA and Professional Telephone Techniques, and comply with Fair Credit Reporting Guidelines. They also meet Patient-Friendly Billing standards while achieving high financial performance goals.

For non-compliant accounts, A-1 Legal Services (Counsel for A-1) works to bring legal action to qualifying accounts in a timely and appropriate fashion. Qualifying accounts are defined by the client based on their mission, vision and financial policies.

A-1 is committed to working every account in order to capture all recovery opportunities. We employ best-of-industry collections systems, skip tracing technologies, predictive dialing systems, and best-practice messaging systems. In addition, A-1 reports to all three credit bureaus.

“A-1 has been our top collector for years. They are very consistent in their responses and also very easy to work with.”

— Sarah Moore, CRCE-I, COC
Director, Patient Financial Services
Valley View Hospital

Pilar Mank
Director, Outreach
970.986.4543
pilar.mank@hcmcolorado.com