



2010 Summer Education Series

**Summer Education Series
held at our Call Center
2255 Main Street
Suite 120
Longmont Colorado**

Sept 7th, 2010 9am-12pm
"Mission-Admission"
Sept 21st, 2010 9am-1pm
"CPAS Certified Patient
Account Specialist"
Certification Program

2010 Seminars:

Mission Admission
Developing a Leadership Organization
Collector's aren't Born they are Trained
MDHBA CPAS (Certified Patient
Account Specialist)
Team Building
The Art of Dispute Resolution
Collections 101
Creating Quality Customer Service
Reps
Power of the Call
Training Techniques That Work
Healthcare Compliance and Regulation
Update

For registration and
additional information call
today.

Phone: 303-532-3533

Fax: 303-532-3544

E-mail: dhollingshead@bcservice.com

BC Services understands the value of continuing education and training. We are proud to present the following Seminars to our clients in 2010 and our Summer Series. All seminars can be presented in-house at your location, or we would love to have you visit our Call Center in Longmont Colorado.

About our presenter:

Terri Boettcher, Vice President, BC Services, Inc. and Health Care Resource Management . Terri has been with BC Services since 1984, and has worked in the Credit and Collection Industry for 30 years. Terri currently manages the Agencies 1st and 3rd party collection divisions, all



agency training, and Regulatory Compliance. She has been a certified instructor for ACA International since 2000 and joined the ACA Education Council in 2006. She was appointed chair of the ACA Ed Council and is currently serving her second consecutive term. In 2007 Terri earned her Fellowship degree from ACA International. Terri is also Education Committee Chair for Associated Collection Agencies of Colorado/ Wyoming and Medical Dental Hospital Business Associates. She received the Robert T. Hellrung award in 2002 and the President's

award in 2008 from MDHBA. August 2009 Terri began serving on the Rocky Mountain AAHAM/NAHAM Chapters Education and Program Committee. Terri has taught numerous Seminars and has done presentations for ACA International, MDHBA, AAHAM, and HFMA.