



## NEWS & VIEWS

### WELCOME TO BCS NEWS & VIEWS

NEWSLETTER INTRO-	1
COMPANY SPOTLIGHT	1
I/T NEWS	1
ATTORNEY ADVISOR	2
COLLECTION CORNER	2

With the summer months approaching BC Services has been busy with a major remodel of our corporate offices and Call Center. Construction on this project has begun at this time and we expect to be completed by Mid June. As always, we invite you to drop by and see our facilities and meet the people you have, or are considering, hiring to manage your current and past due receivables. We are proud of the people and technology we employ to bring you the results you have grown to expect from BC Services.

### COMPANY SPOTLIGHT



#### Congratulations Terri Boettcher!

The Education Council and campus ACA are pleased to honor Terri with an award in recognition of having taught 50 seminars since becoming an ACA certified instructor. Terri's dedication and commitment to educating the members of ACA International is very much appreciated..

The *Fred Kirschner Instructor Achievement Award* is presented to ACA Certified Instructors who have reached milestones in their volunteer teaching careers with ACA. Named for former ACA Certified instructor and Past President Fred Kirschner, these awards are given to instructors who have taught 25,50,75,100,125,150,175 or 200 ACA Seminars.

#### Join us at the "HFMA Road Show"

Terri Boettcher of BC Services will be teaching several education seminars as well as participating in the HFMA Road Show. Our Seminar "Quality Customer Service" focuses on creating a customer driven culture within your organization. We encourage all of you to attend one of our educational seminars! Check our website for additional seminar dates and times.

Schedule of HFMA events:

- July 20, Parkview Medical Center, Pueblo
- July 21, Poudre Valley Health System, Fort Collins
- July 22, Valley View Medical Center, Glenwood Springs

#### Check out BC Services Web Portal



Client Login

BC Services has fully implemented its online Web portal. using internet access, you now have the ability to see the current status, calls made, letters sent and payments made on your accounts. Users also have access to a vast array of real time reports. For additional features and information please contact customer service at Ext. 3533

### SOUTHERN COLORADO NEWS

Stop by our booth at the upcoming "2011 Colorado Springs Chamber of Commerce Business Expo"

Rustic Hills Event Center 3960 Palmer Park Blvd Colorado Springs, CO

Date: Thursday June 2 Time: 10am - 6pm

BC Services, Inc. 451 21st Ave Longmont, CO 80501 (303) 532-3500

Southern Colorado—421 S Tejon Suite 115 Colorado Springs, Co 80903 (719) 302-2000

## NEWS & VIEWS

### ATTORNEY ADVISOR

#### B.C. SERVICES, INC. LEGAL DEPARTMENT UPDATES

Cert Granted in *Portercare v. Lego*

On March 28<sup>th</sup>, 2011, the Colorado Supreme Court granted Petition for Writ of Certiorari for *Portercare v. Lego*, a Colorado Court of Appeals opinion that looked to severely restrict the statute of limitations on medical services to three years. Briefs and Amicus briefs will be filed in the upcoming months.

C.R.S. §13-80-103.5 is applicable to medical services provided with a signed agreement.

B.C. Services is also proud to announce that it prevailed on a Judgment on the Pleadings ruling that medical services that were supported by a signed agreement to pay did, in fact, fall under the six year statute of limitations of C.R.S. §13-80-103.5.

This ruling is crucial for our medical clients and their current inventory, especially to the extent that the *Lego* decision ruled that accounts older than three years fall outside the statute of limitations. It also underscores the importance of having all patients sign your written financial agreements to best protect your account inventory and recovery potential.



### COLLECTIONS CORNER

#### Remember the “Warning Signs”



Incomplete data during the application, registration, billing, or collections process can dramatically impact the collectability of your accounts receivable.

**PO Boxes:** Get a physical address as well as a mailing address.

**C/O means temporary address:** Ask for permanent address or ask why they are using a temporary address.

**Phone Numbers:** Obtain as many phone numbers as possible, landlines, cell phone, employment phone number, or a message phone.

**Self Employed:** Get the name and phone number of their business/company.

**Responsible Parties:** Check state law to confirm spouse liability and provide all responsible parties and demographic information to the agency to maximize recovery.

**SSN:** Obtain the consumers Social Security for proper identification.

Stay tuned for  
More informative  
News