



NEWS & VIEWS

WELCOME TO BCS NEWS & VIEWS

Our mission is to serve credit grantors with honesty, integrity and promptness in the management of your accounts receivable. 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.

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COMPANY SPOTLIGHT



BC Services attends HRMA ANI in Orlando

BC Services attended HFMA ANI the week of June 27th 2011. ANI was a wonderful opportunity to catch up with old friends as well as meet new friends. ANI is HFMA's annual "Healthcare Finance Conference". Over three thousand Healthcare financial professionals from Hospitals to Physician practices gather for three days of education and networking. It was an honor to showcase BC Services and HRM at booth 1742 and a true pleasure to see all our clients that stopped by.

Upcoming Educational Seminars

BC Services offers continuing education opportunities to you and your entire staff on current industry trends and account receivable recovery "best practices". Our executive management team specializes in seminars pertaining to collections, regulatory compliance, leadership and legal updates. We are also available to do onsite training and seminars tailored to fit your specific needs. Listed below are upcoming seminars available. Please call Customer Service or check our web site for registration and additional information.

Dec 1st and Dec 2nd 2011: Certified Patient Account Specialist "CPAS"

IT Tip of the Quarter



Switching from manual listing to electronic listing reduces data entry errors and gets your accounts into our system and collected faster.

SOUTHERN COLORADO NEWS

"We will be holding our 2nd in the offerings of quarterly seminars in Colorado Springs, at the East Library in the PPLD. The seminar for Wednesday, October 12, 8am -12pm, is Certified Patient Account Specialist (CPAS), which is for those clients in any type of medical, dental, or hospital practices. This is one of our most requested seminars!! Free to clients and only \$29.95 per person for non-clients. For information and/or registration, please call a Customer Service Specialist at 800-732-0262 ext 3533.

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ATTORNEY ADVISOR

BC SERVICES, INC. LEGAL DEPARTMENT UPDATES

Portercare v. Lego Update

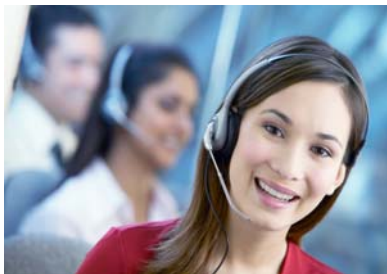
Amicus Briefs have been submitted to the Colorado Supreme Court for *Portercare v. Lego* by the American Collectors Association, the Colorado Creditor Bar Association and the Colorado Hospital Association. As you know, *Lego* is the Colorado Court of Appeals opinion that attempts to severely restrict the statute of limitations on medical services exclusively to three years. The patient, Robert Lego is next up to file his response brief which should mean oral arguments before the court may not occur until late Spring and possibly Fall 2012.

In the meantime, various county courts have continued to rule on the applicability of C.R.S. §13-80-103.5 to medical services provided with a signed agreement. B.C. Services has now received two favorable rulings from Colorado courts applying the six year statute of limitations to medical services with signed consents. We will continue to partner and advocate for our clients to protect your rights during this process.

TCPA Actions To Go Before Supreme Court

Many of our clients are continuing to update their signed consent and agreement language to include a paragraph for permission to telephone a cell phone with an autodialer to address this new wave of consumer protection litigation. One huge aspect of TCPA liability is going up for review before the United State Supreme Court this term in *Mims v. Arrow Financial*, which seeks to determine if Federal Courts will have jurisdiction over TCPA claims. Historically, Federal courts have held that only state courts have jurisdiction as expressly carved out by the TCPA. If the Supreme Court should find that Federal Courts have TCPA liability, expect to see a huge increase in TCPA autodialer litigation.

COLLECTIONS CORNER



Watch for tips on the rest of the chain links in our next edition or contact Terri Boettcher directly. I'm always happy to share tips and tricks for training and collections.

The Training Retention-Chain



You can have the very best training material available for your employees, however if your employees do not retain the information your results can be less than satisfying. At best the employee is only partially trained and will require additional training, not to mention exposure to compliance problems that may occur when employees do not understand or did not retain the information.

The chain links to maximize training retention are:

- Understanding Characteristics of Adult Learners
- Teach to all 3 learning styles: visual, auditory, kinesthetic
- Story telling/using real life examples
- Note taking
- Repetition
- Testing
- Celebrate Success

To understand characteristics of adult learners- Adults may have built in prejudices or habits created from their own life experiences. They want learning that has direct or immediate application to their job. Adults have difficulty remembering isolated facts, but are capable of considering broad, complex problems. Giving them the big picture of why they are doing something will help them remember isolated facts. Assuming more responsibilities as an adult they will take more responsibility in their learning.