



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 to see our facilities, 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

588 YEARS OF COLLECTION EXPERIENCE!!!

BC Services held our "Tennors" luncheon in October. (This annual event is done to celebrate the employees that have been employed with BCS for more than 10 years.) We had 2 inductees this year bringing our total number of members to 22! Going around the room this year, we determined the collective number years of experience totaled an incredible 588 years!

"All I Want for Christmas is a Zero Balance (and a Flat Screen TV)."

For the entire month of December we offered to *each* consumer (that paid their agency balance *in full*) a very MERRY opportunity! Each name was placed in to a raffle drawing for the opportunity to win a flat screen TV in a drawing that took place on December 23rd. Each year that we have done this we have received a lot of wonderful feedback...from the consumers!

IT Tip of the Quarter

Please alert our IT department if your company has any IT department contact changes. This will help to prevent any system down time or file transfer delays. You can contact our IT manager, Jeff Miller, at jmiller@bcservice.com or call him at 800.732.0232 ext 3581.



SOUTHERN COLORADO NEWS

"CPAS" SEMINAR

On October 12, 2011, our Colorado Springs office was proud to present our second (of on-going) quarterly seminars. "Certified Patient Account Specialists" (CPAS) was presented by BC Services VP, Terri Boettcher. The CPAS Seminar and accreditation is designed specifically for healthcare representatives who handle the responsibility for patient balance accounts. CPAS also prepares participants for the CPAS certification exam. There is always a great appreciation from our attendees for holding these informational events. These seminars can help YOUR office BEFORE the sending of any accounts to collections. Our next quarterly seminar is slated for March 2012, with the date, time and topic still to be determined. BC Services offers over eleven different seminars (for medical and general business) from Customer Service Training, Collection Skills and Training, Leadership Training, Supervisory Greatness, Legislative Updates, and several others. These are all geared to assist in improving overall office management and all have information on what is most current in your industry. If you haven't attended a seminar in Colorado Springs, please let Dirk Lambert, Marketing and Business Development Manager for the Colorado Springs Branch office, know of your interest! You can call 719-302-2000 ext 3551 or email Dirk at dlambert@bcservice.com, to get on our seminar notification list. We encourage you to take advantage of this great opportunity!

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

BC SERVICES, INC. LEGAL DEPARTMENT UPDATES

Supreme Court Hears Two Arguments with Industry Significance

On November 28, 2011, the United States Supreme Court heard oral arguments on two cases with industry significance in the accounts receivable industry. B.C. Services General Counsel Porter Heath Morgan attended the arguments and is hopeful for some common sense to be levied in industry litigation with the opinions, which are expected as early as next summer.

Adding Collection and Attorney Fees to Accounts Assigned for Collections

On November 22, 2011 Porter Heath Morgan also presented for an ACA teleseminar on the practice of adding collection or attorneys fees to an amount assigned for collection. Over the years, we have seen this practice increase our client's receivables at a time when overall recovery is down industry wide. Clients who do not currently include such language in your agreements should consider this practice as part of your business strategy. Not only do these provisions provide additional protection of your interest, but they can also be used to prevent accounts from becoming delinquent.

COLLECTIONS



HOW TO INCREASE YOUR HEALTHCARE COLLECTIONS

1. When a patient calls your office give them the full amount due. They may have the funds to pay today.
 2. If they are unable to pay the agency balance, set up a payment plan that is not an even amount (ie: \$50.00). There is something psychological about uneven amounts. Uneven amounts communicate a specific *need* to pay an exact amount each month.
 3. Questions to ask if the patient is unable to pay entire balance:
 - > How much are you short of the entire balance?
 - > How much time do you need to get the entire balance together?
 - > Is there someone you could borrow the entire amount from and make small payments to them?
 - > If you pay the entire amount today on a credit card, you might be able to pay smaller monthly payments to the credit card company. This would help to build your credit rating.
- Remember it is part of your job to convince the patient that your bill is the most important bill they have to pay. Happy Collecting !**