



## Synerprise Consulting Services, Inc.

2809 Regal Rd., Ste. 107

Plano, Texas 75075

(972) 985-0100

Fax: (972) 985-0102

## Our Commitment to You

...provide unparalleled collection results and client service in a complaint-free environment.

Synerprise Consulting Services, Inc. is a full-service accounts receivable management company, offering a variety of services to the Healthcare Industry. SCS has a great deal of experience with both self-pay and third-party payers.

The management team, comprised of Richard McCoy, President, Ron Boese, V.P.-Marketing & Sales and Maureen Lowry, V.P.-Operations, represents over fifty (50) years of collection experience. The SCS experienced medical collectors, billers and skip-tracers provide self-pay and third-party services ranging from bad-debt collections to customized billing/early-out projects. Our services are designed to address the unique needs of each client.

We maximize recoveries, regardless of balance, while maintaining a professional demeanor. SCS is committed to providing unparalleled results and client service in a complaint-free environment.



## UNPARALLELED RESULTS, EXCELLENT SERVICE

Synerprise Consulting Services provides for an unparalleled collection result and the best available customer services in a complaint free environment by:

- Obtaining payment from the responsible party and third-party payers in a professional manner, while safeguarding your relationships with third-party payers and your community image.
- Being responsive to your needs, willing to customize collection and client service procedures to accomplish common goals.
- Making key personnel available at all times to address any issues or concerns.
- Opening the lines of communication for constructive feedback to improve overall collection results and response time.
- Hiring and retaining only the most qualified, professional staff.



## Automation

SCS collection and evaluation system is completely automated. All aspects of the collection process are managed on a single system provided by CUBS, an application software company unique to the collection industry. The system is extremely "user friendly", allowing our staff to quickly become proficient, resulting in a shorter revenue producing cycle.

Included in the CUBS system is a fully integrated dialer system. This feature allows us to maximize our collector's actual contact time with the debtor by streamlining the calling process. Accounts with bad numbers, disconnects, message machines, etc. are flagged and routed for appropriate action. Contacts are routed to a collector for immediate collection activity. The dialer system is also utilized in an unattended mode to leave messages when appropriate.

To facilitate the automated transfer of data, SCS offers a variety of seamless interface options. We will work closely with you to ensure strict compliance with your unique communication requirements.

One of the primary reasons SCS utilizes CUBS applications, is their commitment to quick responsive support to their clients. We routinely receive updates, which ensure that our clients receive the benefits of the most sophisticated collection software available today.



## THE STAFF

If there is one thing that sets SCS apart from our competition, it is our experienced and knowledgeable staff. Representatives have been trained to perform their job in a professional and compliant manner. All Federal and state laws are strictly adhered to. The success we share with our clients is a product of our staff's dedication and attention to detail. We function as an extension of your business office. Extra care and time is spent to ensure that any person or company contacted on your behalf recognizes our professional approach in resolving an account.

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## Services Offered

SCS is committed to seeing that each and every account listed, regardless of the amount, receives the maximum effort. This is accomplished by simply managing the process. Each project is clearly defined and constantly monitored to ensure objectives are met.

SCS offers a full range of outsourcing services to fit your needs, not ours. The services include, but not restricted to, the following:

- Pre-Collect Letter Series
- Early-out Programs
- Insurance Follow-up
- Billing Projects
- Bad-Debt Recovery
- Consulting

## Insurance/Bond

To provide each client protection against any wrong doing on our part, SCS carries liability and Errors & Omission insurance to meet American Collector's Association's strict membership requirements. Effective November 1993 all agencies operating in the state of Texas must provide the State with proof of a "Texas Statutory Bond", which SCS has done. If other bonds or insurance limits are required, they will be obtained independently and certificates issued.

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