Collections and revenue cycle management

Get paid what you're owed, by a team that keeps your customers on side.





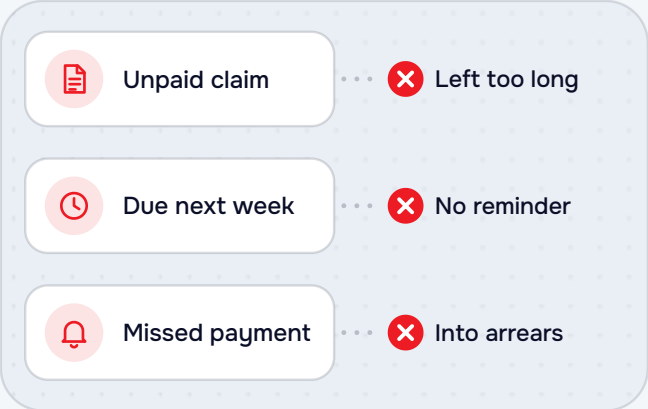
Who it is for

Hospital groups, clinic chains and billing companies with insurance claims left unpaid, and lenders, utilities and telecoms whose late payers slide into arrears.

- HOSPITAL GROUPS
- MEDICAL BILLING COMPANIES
- BANKS AND FINTECH LENDERS
- UTILITIES AND TELECOMS

When money owed outruns your team

- Unpaid insurance claims sit in a queue until they're too old to chase.
- Customers who are a few days late slide into real arrears because nobody reached them in time.
- A past collection agency left you with complaints, harsh calls in your name or reports that said little.



BEFORE: MONEY OWED THAT NOBODY REACHED

What we take on

A team of people works your unpaid claims and overdue accounts, to scripts and rules you sign off. For healthcare providers that means chasing unpaid and denied insurance claims. For lenders and other businesses it means reminders, calls and payment plans. You choose the parts we take on.

Denials worked by cause

We log each denial by cause, appeal the ones worth winning and report causes that keep coming back.

Reminders before it's late

Messages, emails and calls before and just after each due date, each with a simple way to pay.

Payment plans and hardship

Anyone who can't pay in full gets a plan within your limits. Hardship goes to a trained person.

How it works

TOGETHER

1

TOGETHER

We look at what is owed

You share your open claims or overdue accounts with their age and value, and we talk through where the money gets stuck.

2

TOGETHER

We agree the rules in writing

Scripts, message templates, contact limits for each country, the plans the team may offer, and the point where an account comes back to you.

3

TOGETHER

We set up access and train the team

Data protection terms come first. Then each team member gets their own login to your systems, with only the access the work needs.

4

TOGETHER

We start on the part you choose

That could be one stubborn piece, such as claims unpaid for months, or the whole cycle. We report on a rhythm agreed with you.

What you get

- ✓ Scripts, message templates, contact limits and escalation rules, agreed with you in writing
- ✓ Worklists that put claims and accounts in order of age, value and next step
- ✓ Denied claims worked by cause, with appeals sent and repeat causes reported
- ✓ Reminders before and soon after each due date, with a simple way to pay
- ✓ Payment plans within limits you approve, with hardship cases passed to a trained person
- ✓ Every call, message and promise to pay recorded in your own system

What we need from you

- A list of open claims or overdue accounts, with age and value
- Your policies on payment plans, hardship, write-offs and complaints
- Consent records, contact preferences and your do-not-contact list
- A login for each team member in your systems
- One person on your side who signs off the rules

Timeline We agree the timeline with you before we start.

How you stay in charge

You agree the rules before anyone is contacted.

Scripts and rules you sign off

You agree every script, message template, contact limit and payment-plan limit first. Any change goes through you.

A record of what was done

Calls, messages and promises to pay are logged in your own system. What we report, and how often, is agreed first.

Named people on both sides

You name the person who signs off the rules, and we agree with you who on our side answers for the work.

Changing or ending the work

Ask to change scripts or rules at any time. The contract sets how you pause or end the work.

Questions people ask

Do you contact customers in our name?

Yes, as part of your own collections, unless we agree otherwise before work starts.

Can we outsource only part of the work?

Yes. You choose which parts we take on, from the whole cycle down to one stubborn piece, such as claims that have gone unpaid for months.

Will collection calls upset our customers?

They can when the tone is wrong. So you agree every script and contact limit first, and anyone in hardship goes to a trained person.

Which hours, languages and countries?

We agree them with you before work starts. The calling rules for each country your customers live in go into the scripts before anyone is contacted.

Tell us where money gets stuck today

In a free consultation we'll hear where claims, denials or overdue accounts pile up, and suggest where a team would help first.

Every team is quoted in writing after a free consultation.

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Book a free consultation:
webvijayi.com/contact