



CCI, a McKesson Business Partner, deploys collection tools for HealthQuest customers. Jointly designed software imparts automated and highly effective collection disciplines integrated with the patient accounting system. Users capitalize on existing resources to resolve more accounts, efficiently and diplomatically, while enhancing the patient experience.

## SYSTEM FUNCTIONALITY

- Compatible with single, multi-entity, and multi-institution sites; patient or guarantor-based accounting
- Staff can access and edit accounts throughout the collection process
- Automatic selection of accounts through user-defined criteria
- Automatic recalls ensure that accounts with an open IAR will be removed from collections
- Completed accounts are returned in a condition to expedite efficient transfer to bad debt
- Financial transactions transmit to CCI weekly, ensuring accurate account balance and status
- CCI Memos post to Patient and Guarantor Inquiry Screens
- Monthly Performance Reports and Status Reports structured to meet evaluation needs
- Consultative implementation process with detailed training and ongoing support

## WHAT YOU ACHIEVE

- Improved net income while lowering collection costs
- Early resolution and accelerated revenue
- Minimized reliance on resource intensive functions
- Optimized account flow from A/R to bad debt
- Controlled investment secured with a guarantee
- Professional, consistent, and courteous communications to patients

## AN UNRIVALED RETURN

*"Using CCI through our HealthQuest system has produced good payment results for us, but we also have found CCI's weekly reports to be an effective tool in the last audit process before initiating further collection action. The listings of accounts eligible for CCI letters quickly show us a snapshot of each guarantor. We can spot insurance coverage discrepancies among visits or family members, accounts requiring special handling based on the status codes indicated, or those high balance accounts we want to touch immediately and aggressively. Using CCI helps us prioritize our efforts."*

*Jo Fleming, Manager, Customer Service and Cash Collections  
Regions Hospital, St. Paul, MN*

## CCI Performance

HealthQuest customers achieved:  
**\$35.7 Million in Collections**  
at an Average Cost of 3.9%

2008 Aggregate Results

Discover how we can improve your revenue cycle. Email us to request a financial analysis.  
[sales@cciws.com](mailto:sales@cciws.com)

