



CCI, a McKesson Business Partner, deploys collection tools for STAR 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 or multi-facility users on account or guarantor-based accounting
- Non-technical implementation using STAR menu options
- High visibility of CCI involvement displayed on frequently used patient accounting screens and STAR reports
- Staff can access, edit, and recall accounts from specialized CCI Maintenance Screen
- Automatic selection of accounts integrated with A/R Follow-Up Schedules
- Automatic recalls ensure that accounts with insurance balances are removed from collections
- Completed accounts are returned in a condition to expedite efficient transfer to bad debt
- Financial data transmits to CCI weekly, ensuring accurate account balance and status
- CCI Memos post automatically to account history
- 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

"In the last fiscal year, we realized a net profit of over \$530,000 at a cost of just over \$26,000. The profit figure is almost double what was estimated when we began using CCI. We made some very conservative decisions when we installed CCI, not realizing the impact. The whole collection process just works well. People are paying faster, and our system just works better for us."

*Julie Krzeminski, Director of Patient Accounting
Mercy Memorial Hospital, Monroe, MI*

"One of the greatest benefits of the CCI interface is that it provides our patient representatives with an interested customer. Given our limited resources, the incoming calls from our customers that received a letter from CCI clearly indicate an interest to pay. It certainly makes our collection process more efficient."

*Noreen Duncan, Director of Patient Financial Services
Decatur Memorial Hospital, Decatur, IL*

CCI Performance

STAR customers achieved:

**\$61.3 Million in Collections
at an Average Cost of 4.1%**

2008 Aggregate Results

Discover how we can improve your revenue cycle. Email us to request a financial analysis.
sales@cciws.com

