



REVCO

SOLUTIONS

REVENUE CYCLE EXPERTS



BACKGROUND | SERVICES | THE REVCO SOLUTIONS DIFFERENCE
ENDORSEMENTS | AFFILIATIONS | SUMMARY

Headquarters • 2700 Meridian PKWY, STE 200 • Durham, NC 27713-2441 • 800-868-7724 (toll free) • RevcoSolutions.com





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BACKGROUND

Revco Solutions brings over a century of collection experience to the healthcare industry. With the merger of Professional Recovery Consultants (PRC) and Credit Bureau Collections Services (CBCS) in 2019, the foundation of Revco Solutions was officially established in 2020. Upon this foundation, we expanded our footprint and service offerings through acquisition and growth, with the additions of ARMC Financial Services (Denials Management) and EOS+GSB (Early Out and Bad Debt Recovery) to the Revco Management family of companies in 2021. Our combined organizations receive multi-billions of dollars in placements annually. As Revco Solutions, our goal is to become the premier provider of accounts receivable management services in the healthcare industry.

Our history of success in healthcare recoveries relies on leveraging multiple resources, align toward a singular goal of consistently delivering best-in-class performance and customer services, while deploying the security measures to protect sensitive data, maintain regulatory compliance, and enhance the goodwill our customers have cultivated in their communities. While many agencies will boast excellence in one or more of these areas, the true hat-trick that distinguishes Revco Solutions from the rest is in achieving excellence on every front, tailored to every client, in every interaction, every day.

Revco Solutions maintains long standing client relationships, with loyalties earned through exceptional performance and service. These relationships continue to grow because of the single ingredient that has been the foundation of our success - our people. The efficacy of our technologies, our performance, our compliance, our security - all of the elements that put us on the cutting-edge of our industry - hinge upon the experience, professionalism, and loyalty of our employees. The average tenure of our recovery staff is seven years, with a great number of our employees celebrating a decade or more with our organization. Our management team has a combined total of over 150 years of industry experience. We pride ourselves on maintaining a culture to be proud of and it shows in the dedication and commitment of our staff.



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SERVICES

Revco Solutions is an agency that has specialized in healthcare recovery services since 1948. We are proud to serve hundreds of major hospitals and several hundred physicians groups nationwide. Many of these relationships have been in place for decades.

Understanding how critical it is that the patient's satisfaction is maintained, our healthcare agents are trained specifically for each project they are assigned to. Each program is designed in cooperation with our clients, customized to meet their unique needs. We understand that people do not choose to get sick. Medical debt, unlike most other debt, is not a debt of choice. Good customer service begins with strong listening skills. Often, patients just need to be heard. Allowing them to share their situation early in the call often provides the agent with information that assists in resolving their obligation to our clients. Our staff is extensively trained on the FDCPA, HIPAA, data security, and the importance of protecting patient health and financial information. Revco Solutions has been actively involved with HFMA and AAHAM for several decades.

What we offer our healthcare clients:

- Pre-registration Call Campaigns
- Early Out Self-Pay AR Management
- Presumptive Charity Assistance
- Primary Bad Debt Collections
- Secondary Bad Debt Collections
- Insurance Denial Management
- Out-of-State Medicaid Billing & Enrollment
- Legacy AR Wind Down Projects



**Collections
Life Cycle**



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THE REVCO SOLUTIONS DIFFERENCE

The key features that distinguishes Revco Solution from our competitors:

- Workflow agility through Strategic Analytics
- Experienced and tenured Personnel
- Industry-leading Results
- Cutting-edge Technology
- State-of-the-art Data Security
- Access to multiple Data Resources
- Benchmark-defining Compliance Infrastructure



These form the foundation upon which our solution starts. However, effective technologies, analytics, strategies, processes, and practices will only ever be as good as the people who synergize these various ingredients into the standards of service and performance that treat the satisfaction of both you and your patients as the highest goal of everything we do.

Our goal is to be a reliable and trusted accounts receivable partner, delivering the highest possible liquidation results in balance with the lowest possible cost factors necessary to maximize your overall netback, achieving these aims in a compliant and patient friendly manner that reflects the high standard of providing a positive and productive patient experience throughout the entire account life-cycle.

A primary factor in our ability to do this is Revco Solutions' unique access to over 200 million consumer credit files through our affiliation with Innovis, the 4th largest credit bureau in the country. Our company has the ability to go back to this data time and again and contextualize it against the payment habit histories of millions of consumers – proprietary information collected over decades serving multiple industries. This facilitates our ability to develop the clearest picture of how a particular patient responds to their outstanding debts. It is this advantage that gives Revco Solutions the edge to maximize liquidation on your accounts receivable.

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THE TECHNOLOGY DIFFERENCE

We then couple this data advantage with our ability to invest in technologies to automate and augment many of our collection processes:

- Business intelligence tools that provide that give us the ability to compile, analyze and report back in a variety of formats the data that helps us drive decision making and account flow
- Automated file transfers and account loading
- Algorithms used to automatically build each day's dialing strategies according to the most advantageous tactic for each account
- A Gamification platform that motivates individual and team recovery goals through game mechanics and friendly competition
- Speech analytics technology that provides us the capability to achieve a 100% audit rate on every inbound and outbound call, as well as key-word/phrase identification to help promote our Positive Collections approach
- \$20 million in Cyber + Excess Liability Insurance Protection



Revco Solutions has the technology, processes, security, and personnel to facilitate the smooth flow of your accounts receivable through the entire revenue cycle. But our ability to maximize your liquidation results is only half of the equation.

Over the last several years, the scrutiny and enforcement by regulatory bodies for the collections industry has increased, with the potential for significant consequences to those organizations who are found non-compliant and unprepared for the new reality. We have made a commitment to compliance by employing a full-time Director of Compliance/General Counsel, overseeing a robust Compliance Department. This commitment has been key to our organization implementing a mature suite of policies and procedures, developed in-house, continually reviewed, and regularly updated as dictated by the necessities of our industry.

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“ In late 2016, Trivergent Health Alliance, based in Hagerstown, Maryland, selected Revco Solutions, formerly known as CBCS, for our Early-Out Self-Pay AR Management. Since embarking on our partnership with Revco Solutions, they have exceeded many of our expectations, including performance, our patient’s experience, client services, compliance, and reporting needs.

Together, Revco Solutions and Frederick Health, one of the Trivergent Health Alliance Health Systems, collaboratively developed a combined billing statement for our hospital and medical groups, which has been a tremendous success. We value our partnership with Revco Solutions. ”

– Hannah Jacobs, Vice President, Finance, Trivergent Health Alliance

“ Penn Highlands Healthcare and CBCS [now Revco Solutions] have had a very successful business arrangement for many years. Their professionalism and rapid response to patient inquiries and requests from Penn Highlands have been greatly appreciated. CBCS [now Revco Solutions] is highly recommended for its collection practices and results with our primary and secondary placements. ”

– Credit Supervisor with Penn Highlands Healthcare

“ Revco Solutions, formerly CBCS, exceeds our expectations regularly, since starting with us in 2017. They provide strong recoveries on a consistent basis and earn our confidence by always responding quickly to our daily requests and giving useful information on any of our industry-related questions. I can recommend Revco Solutions as a partner to be depended upon. ”

– Doug Weinbrenner Manager, Patient Financial Services with St. Clair Hospital



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“ In 2014, Cabell selected Revco Solutions, formerly known as CBCS, for our Early-Out Self-Pay collection needs. Over the past 6 years, Revco Solutions has been very responsive to the hospital as well as the patient. When issues arise, as they naturally do, their team engages quickly and works steadily until a resolution is reached. They operate as an extension of our business office and are a partner who understands the needs of the hospital as well as patients. They are well run and I am proud to have them as my partner. They have met all my expectations. ”

-Mike Lane, Cabell Huntington Hospital

“ In 2016, we selected Revco Solutions, formerly known as CBCS, following a comprehensive RFP process. Revco Solutions has become a great partner, exceeding many of our expectations, and assisting us through a complex conversion. With our prior vendor, we were very dissatisfied with their customer service. Revco Solutions has definitely improved our patient relationships. Their management team and representatives are strong. They are attentive to details and extremely responsive. ”

-Director, CBO Patient Financial Services, a Maryland Health System



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AFFILIATIONS

Revco Solutions is licensed to collect throughout the United States. We are also members of the following organizations:

- Association of Credit and Collection Professionals (ACA) (AKA; American Collectors Association) Healthcare Services Division
- Healthcare Financial Management Association (HFMA)
- American Association of Healthcare Administrative Management (AAHAM)
- Medical Group Managers Association (MGMA)



SUMMARY

Our goal is to develop long-term client partnerships, by identifying each client's specific requirements and meeting or exceeding them. This approach to service has resulted in a cooperative atmosphere of confidence and trust.

We invite you to talk to our clients, visit our offices, and meet with our management and staff. We are confident that the more you know about us, the more you will appreciate the Revco Solutions difference, and the more we know about you, the better we will be able to serve you. What we can promise is that, should you select Revco Solutions as your agency, you will find our dedication to your goals and the financial health of your organization will set the standard for all of your vendor relationships.

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