



# THE DIFFERENCE



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# ABOUT REVCO SOLUTIONS



We've spent the last 73 years focused on a singular goal: being the most trusted and reliable healthcare recovery services partner in the industry. How do we accomplish that? By delivering the highest possible liquidation results in balance with the lowest possible cost factors to maximize your overall netback. But providing some of the highest recovery rates across the revenue cycle isn't how we've established the trust of our more than 830 healthcare clients nationwide. Our real secret sauce is our dedicated and highly trained team. They are the reason we achieve excellence on every front, tailored to every client, in every interaction, every day.

6

locations

830+

healthcare clients

\$5.8B

in annual placements

## WHO WE ARE



Revco Solutions is a new name in collections that has been built on a foundation of proven solutions. 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 manage billions in placements annually from hundreds of physician practices, medical groups, hospitals, and health systems, including several of the top ten largest non-profit systems in the country.

### Proudly Serving 800+ healthcare clients including:

Duke Health • Spectrum Health • Kettering Health Network • Broward Health • Ohio Health



**Revco Solutions exceeds our expectations regularly since starting with us in 2017. They provide strong recoveries on a consistent basis and earn our confidence by always giving us useful information on any of our industry-related questions.**

- Doug Weinbrenner, Patient Financial Services, St. Clair Hospital





## Pre-Registration Call Campaigns

Early Out Self-Pay AR Management

Presumptive Charity Scoring & Assistance

Out-of-State Medicaid Billing & Enrollment

Primary Bad Debt Collections

Secondary Bad Debt Collections

Legacy AR Wind Down Projects

Customized Call Campaigns

Insurance Denial Management & Follow Up



**Revco Solutions has become a great partner, exceeding many of our expectations.**

**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, [attentive] to details and extremely responsive**

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



# THE REVCO SOLUTIONS DIFFERENCE



Our team is the single ingredient that has been the foundation of our success. Our senior management team has a combined 130 years of experience and the average tenure of our collection staff is seven years. We've developed a culture to be truly proud of, and it shows in the dedication and commitment of our team. Technology, security, and compliance protocols will only ever be as good as the people who implement them. Equipped with comprehensive training and cutting-edge processes and analytics, it is the culture of Revco Solutions and the people who uphold it that has truly earned us the loyalty of our client partners. That is how we proudly service so much of the healthcare industry, with many relationships spanning decades.



**We develop customized programs designed to meet the unique needs of each and every client, improving receivables across the revenue cycle.**







Our healthcare agents are not only extensively trained in HIPAA, data security, and regulatory compliance, they are also trained specifically for each project they are assigned. Our centralized training management system ensures that each team member - from our phone representatives all the way to the president of our company - are informed and regularly tested on their knowledge of the regulations that affect our actions and our customers.

Most importantly, each member of our team has made the ACA Pledge to treat patients as partners in seeking a solution to resolving their debts and to enhance the goodwill of each of our clients in their communities. It is our responsibility to protect the rights of your patients, so much so that we have developed an in-house Quality Assurance Department that utilizes the latest in speech analytics technology, voice recordings, and other audits to ensure our collectors treat all patients with dignity and respect.

**Every Revco Solutions representative receives training in:**

**insurance overview • explanation of benefits • HSA benefits & payments • re-billing  
HIPAA • patient satisfaction • patient vs. guarantor • data security**

## GUARANTEED PEACE OF MIND



While you can rest assured that your patients, reputation, and receivables are in good hands with Revco Solutions, we can also guarantee that all our interactions are compliant with the stringent regulations of our industry, and yours. Our full-time, on-site Director of Compliance and General Counsel oversee a robust compliance department dedicated to implementing our mature suite of policies and procedures, developed internally and continually reviewed and updated to meet the ever-changing landscape of healthcare recovery.

Your patients' health and financial information is stored under lock and key in state-of-the-art data and technology facilities and is overseen by our in-house Chief Information Officer. As an added level of defense, our Incidence Response Team stands ready to respond quickly to attacks, and, in the event of a breach, we carry \$20 million in liability insurance - including cyber protection - to provide coverage to your organization.





# DIGGING DEEP WITH DATA

In addition to our proprietary scoring model, we've equipped our team with unique access to over 200 million consumer credit files through our affiliation with Innovis, the fourth largest credit bureau in the country. This context gives us an advantage over other agencies to maximize liquidation using a personalized approach to each patient.

We take data analytics one step further through the use of business intelligence software that provides us with the ability to compile, analyze, and report back in a variety of formats the data that helps us drive decision making, account flow, and client reporting. Our use of this data combined with targeted scoring models and skip tracing gives Revco Solutions a competitive advantage unmatched by our competitors.

**These processes are reflective of a greater commitment to staying on the cutting edge of technology to augment and automate many of our collection processes, helping us to maximize your liquidation results.**



**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.**

- Mike Lane, Cabell Huntington Hospital



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## THE BOTTOM LINE

Every healthcare revenue cycle organization is bound to the same federal, state, and local laws, and can offer you access to similar data and technology.

**Our hat trick is achieving excellence on every front, tailored to every client, in every interaction, every day.**

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.



### CONTACT US

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