

HFMA

We are excited to announce that TSI has once again achieved the “Peer Reviewed” designation with Healthcare Financial Management Association (HFMA). This marks the 10th consecutive year that TSI has passed the challenging review to achieve this standard with the nation's premier membership organization for healthcare finance leaders.

HFMA's Peer Review process provides healthcare financial managers with an objective, third-party evaluation of business solutions used in the healthcare workplace. The rigorous, 11-step process includes a Peer Review panel review comprising of current customers, prospects who have not made a purchase, and industry experts. The Peer Review status of the healthcare business solution and its performance claims are based on effectiveness, quality and usability, price, value, and customer and technical support.

Changes to the AMA and TSI Agreement

July 1, 2017 marks a change in the relationship between AMA and TSI. Below are some frequently asked questions along with their answers. If you have additional questions, please direct them to your DSA or manager.

1. Question: What changed?

Answer: After much analysis and discussion, we have decided to discontinue participation in the AMA Preferred Provider Program. This change is primarily due to a negative ROI in terms of costs versus the sales we were receiving. AMA has decided not to fill our place in the program with any competitor collection agency. They will eliminate the category altogether.

2. Question: How does this affect pricing for AMA new clients and re-orders?

Answer: For new AMA orders they will no longer receive preferred pricing (PIF discount). Any re-orders by current clients will maintain their pricing levels.

3. Question: Can I keep the logo on my signature line, presentations and marketing materials?

Answer: **No.** All AMA logos and reference to our Preferred Provider status must be removed from use. Please make sure this is complete **by 7/15/17**.

4. Question: When will TSI's information be removed from AMA's website and materials?

Answer: The separation process will begin 7/1 with a target date of 7/15 for removal of logos, materials and information on both AMA's site (for TSI info) and TSI's site (for AMA's info).

5. Question: How do we refer to the TSI and AMA relationship now?

Answer: We can no longer say we are a “Preferred Provider” of the AMA. You can say that we serve many AMA clients across the United States.

6. Question: What will this do to TSI's credibility in the marketplace?

Answer: Due to TSI's prevalence and integration with technology companies serving the medical community, along with the lack of engagement by AMA members, it is believed that the separation will have little effect on TSI's credibility in this market. AMA has stated that their members need collections services; however they will not engage through member programs, hence the fact that they are not backfilling our position in the program.