

Advantages of CAM/ IC Teamwork

Clients want to know they are important and that their needs are taken care of. A client's confidence in its partnership with TSI is greatest when assured that there is a broader, easily accessible team whose focus is to address matters that concern them. A good relationship with the IC provides the most accurate history of the account, gives an inside look into who's who and how they interact, and, provides a beginning point through introductions and the chance to jointly strategize best options for the client. The client sees teamwork on their behalf to ensure success and yields the best results. Two recent examples of this coordinated effort were in Dallas with Alex Marcopolos. Each meeting was enhanced and strengthened by our combined efforts.

Texas Digestive Disease Consultants is a long time gastro client growing throughout Texas, with revenues expected to grow over \$150K this year for the first time. In our meeting we provided requested reports, discussed their growth and direction, offered suggestions that will lead to increased usage and increased collection placement liquidation. Additionally, we discussed TSI's compliance commitment, brief overview of CollectX and addressed concerns/ issues with the portal. A comment was made from the new billing manager, "It's obvious that you two work well together, as you finished each other's sentences. That's good to see."

AlixRX is a new client with over 400 locations nationwide, have never used a collection agency before and have a small staff in the CBO. Alex and I strategized together for their needs to ensure all pieces were in place before launching their initial placements last week of \$113K. Our first meeting together solidified our commitment to them and I expressed that we welcomed the opportunity to be a partner and consultant to offer suggestions and advise as we go forward. We have already begun our next steps: completing the LCI and proposal for PR+.