

Advanced Orthopedics of Oklahoma with Pam Harper

What do they do? Advanced Orthopedics of Oklahoma (AOK) is the name of a newly formed practice in Tulsa, OK that is a merger between two practices. The new practice consists of 35 orthopedic surgeons, rheumatology, a physiatrist and full occupational and physical therapy group for a total of 70 practitioners.

What gave TSI the competitive edge? Our long-time relationship with eClinicalWorks

What are doing for them? TSI's bad debt contingency rate program.

I have been talking to one of the two practices for round a year about bad debt services, but the surgeons have been reluctant to push their patients to pay their outstanding bills. Only recently, since they increased the amount of time spend with each patient and their total charges have decreased, have they agreed to begin collection proceedings.

They made the decision to purchase and convert to a new, larger practice management system named eClinicalWorks – a long time business partner of TSI's. The Director attended training for the eCW system and the system trainer spent about an hour on how the TSI system links to eCW so seamlessly.

The combination of my efforts and the eCW trainers comments led to a discussion in a monthly board meeting for final approval of TSI's bad debt contingency rate program.

TJ Samson Hospital with Nancy Lawson

What do they do? TJ Samson is a 160 bed regional hospital in Glasgow, Kentucky.

What are we doing for them? We are already handling their primary and secondary bad debt. This most recent agreement is to handle their insurance follow-up.

What gave TSI the competitive edge? I have worked with TJ Samson Hospital (bad debt) for the last 10 years with another agency. When I came to TSI, they came along with me because the technology and compliance TSI has is far better. They were also very impressed with TSI's reporting and customer service.

Honor Credit Union with Bob Frick

What do they do? Credit Union offering Student Loans and the New - Student Loan Refinancing program.

What are we doing for them? Servicing their new private loan program that they plan to launch in 2017.

What gave TSI the competitive edge? Our system flexibility to support both start-up of new programs and strong client servicing.

A key advantage has been our willingness to pursue new lenders entering the market place and providing them with the attention that they need during the initial program start-up, which has locked us into a preferred vendor relationship. We become "sticky" as the relationship grows over time, making it difficult for the lender to switch providers given that we have built into our application a number of unique processes that would be difficult for a new vendor to duplicate.

Wagoner Community Hospital with Pam Harper

What do they do? Wagoner Community Hospital is a 100 bed rural hospital in Wagoner, OK. Wagoner is a county seat and is approximately 35 miles from Tulsa.

What are we doing for them? TSI is working their insurance claims. If the insurance company doesn't reply back to the original claim or denies the claim, Wagoner's team calls the insurance company to find out why the claim wasn't processed in a timely manner or why it was denied. TSI then gathers the missing information and re-files the claim quickly.

What gave TSI the competitive edge? I explained to Wagoner's CFO what TSI brings to the plate for the entire revenue cycle. What gained her attention was the information on working ignored and denied insurance claims, because the hospital only has two people who work insurance. Those two people have their normal monthly claims to file, so if the insurance company is ignoring or denying a lot of claims, the hospital personnel get overwhelmed with too many claims to work, and the hospital loses a lot of revenue.

I earned this business by writing the CFO's administrative assistant a hand written note with a \$10 Starbucks gift card inserted. I explained who I am, who TSI is and that I'd appreciate 15 minutes with her boss. I followed up a few days later, and she granted me the appointment.

Aurora World, Inc. with Glenn Greer



What do they do? Aurora World is a global leader in branded and licensed plush toys and high-quality gift products. Aurora World owns their manufacturing facilities and is known for their diverse offering of products and excellent quality.

What are we doing for them? TSI provides third party collection services.

What gave TSI the competitive edge?

- TSI has a solid, well respected history and foundation.
- TSI provides required reports and data to Aurora.
- TSI has a superior performance history in the gift industry. TSI can proudly provide examples as proof that our success in the gift industry is much greater than the industry average.

While it is very important that TSI provides superior services and meets, hopefully exceeds, expectations of our clients, it is equally important that we coach our clients about what TSI expects / requires from them in order to create an ongoing successful partnership. A mutually respected and cooperative relationship is a long-term successful relationship.