

Eliza Coffee Memorial and Paris Regional Medical Center with Nancy Lawson

What do they do? Both are members of the parent company RCCH HealthCare Partners. RCCH is a Healthcare System with 16 hospitals.

How did you obtain the lead? I met the VP of Revenue Cycle at the HFMA Dixie Institute last year. We struck up a conversation, that eventually led to a friendship.

What are we doing for them? TSI has signed a corporate contract and at some point in the future we will be handling all their bad debt. We are in the process of implementing the above 2 hospitals in Alabama. When these two hospitals are up and running smoothly, we will start with the next two, and so on.

What gave TSI the competitive edge? National company, strict compliance and high security.

JH Capital Group with James Mahoney

What do they do? JH Capital Group is a top 5 debt buyer.

What are we doing for them? TSI will be working 3rd Party Collection placements.

What gave TSI the competitive edge? Along with the strong relationships both Tim Smith and I have with the principals, we also stood out because of our compliance standards, IT conventions and our well documented history with other large clients.

Privia Medical Group with John Zimmerman

What do they do? Privia Medical Group is a national high-performance physician group that is “purpose-built” for value-based care, which means they prioritize improving not only their patients’ immediate symptoms but their long-term health and wellness. Privia Medical Group has the largest table space for athenahealth with over 300 locations and growing.

How did you obtain the lead? I was assigned as CAM in December 2015, TJ Hollman was the IC. Our objective from the beginning was to grow and manage the account by adding the collection option to Profit Recovery for their care centers. We built the relationship with the CBO and continued to add care centers. Finally we got the appointment with the SVP of Revenue Cycle Management to present our options and proposal for growth in May 2017.

What are we doing for them? We are doing weekly submissions to Profit Recovery instead of monthly and providing the collections option to their care centers.

What gave TSI the competitive edge? Relationship between TSI, athenahealth and client, as-well-as TSI’s results, the automation with Profit Recovery, our compliance and the ability to grow nationally.

Goal Financial with Bob Frick

How was the lead obtained? We have developed a long-term relationship with Goal Financial and are well aligned to support their growing business focused on management of student loan portfolios. The relationship has grown from support of their loan consolidation marketing efforts, to default collection, to loan servicing over the past dozen years. We also work with Goal Solutions to provide sub-servicing to US Bank on a large portfolio of former First Marblehead loans that make up the core of our MSA business.

What are we doing for them? Under this agreement UAS will be the primary servicer for a new student loan program

What did they like about us? UAS has been able to demonstrate the ability to be responsive to unique program needs and provide them with direct access to the management team, allowing for the timely turnaround of requests and responsiveness uncommon in the market

What gave TSI the competitive edge? The UAS system is flexible and able to efficiently support the start-up of new programs.

The role of the operations team is critical in all sales processes, but even more so when working to grow relationships into new programs and explore new opportunities. The commitment of the operations team and their efforts to support the client’s needs continues to play a key role in our success to growing this business relationship.

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