

US Department of Health & Human Services (DHHS) – Program Support Center with Chris Mullen

What do they do? PSC is responsible for recovering outstanding debts owed to DHHS. Debts come primarily in two forms:

1. Scholarships: Consumers who received aid to study as a health professional (doctor, nurse, etc.), but do not fulfill the mandatory service obligation upon graduation.
2. Research Grants: Businesses that received money to conduct a study or administer an aid program, but did not spend funds according to the terms of the grant.

What are we doing for them? Collecting debts that PSC has been unable to recover in the first 225 days of delinquency.

What gave TSI the competitive edge?

- Past performance. TSI has served DHHS on successive contracts for the past 5 years. Our account process flow diagram demonstrated a solid understanding of how to work the business.
- Quality control approach. DHHS liked our bottom-up approach to quality management, as opposed to a top-down model.

This is an important contract because it demonstrates the strength of our collection capabilities at the federal level.

Curae Health with Nancy Lawson

What do they do? Curae Health is a rural hospital system in Tennessee.

What are we doing for them? Insurance appeals and denials

What gave TSI the competitive edge?

- Curae will be adding an additional bad debt agency in their near future as they grow and the fact that we offer that service is in line with their plan to keep insurance and bad debt at the same company.
- The biggest selling point was our compliance and security.
- TSI was willing to make concessions that made us easy to work with. We agreed to make payment deposits weekly and our rate was very competitive.

The biggest obstacle we had to overcome was that we had no long standing references for appeals. We were able to overcome this with good bad debt references that spoke to the fact that we were providing excellent service for them.

JAG Products, LLC. with Scott Foster

What do they do? JAG Products, LLC are developers of ClinicTracker, an integrated EHR, billing and practice management system for mental health, substance abuse and related agencies. ClinicTracker streamlines everything from intake to discharge, including scheduling, documentation management, compliance tracking, messaging, workflow, billing, collections, payroll and much more.

What are we doing for them? We have a referral agreement with JAG for their Behavioral Health EHR software. Similar to Athena Health, we have an interface with the back end so their clients can easily use TSI for their bad debts and insurance follow-up. We worked on a joint press release that they issued that has generated interest.

What gave TSI the competitive edge? They have clients nationally, so the fact that we are also national was important in servicing their client base. Compliance was a factor as these populations need to be handled in a very sensitive manner. The fact that we have done these types of agreements before was crucial.

I cultivated vendor friendships, swap RFP's with those that we do not compete with, and this lead came from one of those relationships.