

Highland Rivers Health Pam Harper

Highland Rivers Health is one of Georgia's largest behavioral healthcare providers. Highland Rivers provides compassionate, professional treatment and recovery services to adults, children, families and veterans affected by mental health issues, substance abuse and addiction, and intellectual and developmental disabilities. Their purpose is to help every individual recover and live independent, successful and fulfilling lives.

How Did You Get the Lead

Working the TSI display booth at the HFMA Annual Conference in 2016.

What Did Highland Rivers Health Like About TSI's Services

That TSI is a full revenue cycle services company that specializes in the healthcare arena.

What Was TSI's Biggest Selling Point

Highland's accounts aren't too attractive to bad debt collectors, because they believe their balances are too small and hard to collect from "that clientele". In fact, the balances average around \$250 and are very collectible because the patients and/or their guarantors do not want to lose these particular services that are close to them geographically. So, to answer your question, I was willing to listen to their Director's needs for a customized bad debt program and fill those needs with a couple of our products.

Why Did We Win Their Business – Key Differentiators

We built a custom program for their Early-Out needs (one statement and one call) and used Profit Recovery for their "pre-collect" bad debt needs. We only use the automated calls that are directed back to the Highland Rivers facility if the patient opts to speak with a live agent.

They are so impressed with our services, the Director at Highland Rivers is selling our services for me at other facilities in Georgia!

What Made TSI Stand Out

TSI stands out to them because we listened to their needs and filled them with a program that we know will be successful for them.