



DENTAL CASE STUDY

12 FTE ORTHODONTIST PRACTICE – CLIENT #02341



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\$282,827 REVENUE SAVED FOR DENTAL PRACTICE



66% DENTAL ACCOUNTS RESOLVED WITH LESS THAN 1% COMPLAINTS

DENTAL PRACTICE SUCCESS STORY

Dental Collectors began working with #02341 in 1998. They were experiencing poor returns and non-existent customer service from their existing collection agency. They reached out to us based on a referral. They believed returns could be higher but were reluctant to change because of the slow implementation process of a new AR solution. They made every attempt to recover accounts internally and held on to unpaid balances. Their efforts while adequate, were simply not frequent enough to create any real difference in the payments. It ultimately negatively affected their monthly revenue. What's more, they continued to send monthly statements. This was an additional drain on the practice in unrequited postage and labor. They needed to reduce cost and hand over responsibility to an agency that understood their business. A partner who could establish services efficiently, collect self-pay balances, reduce days in AR and offer legal remedies.

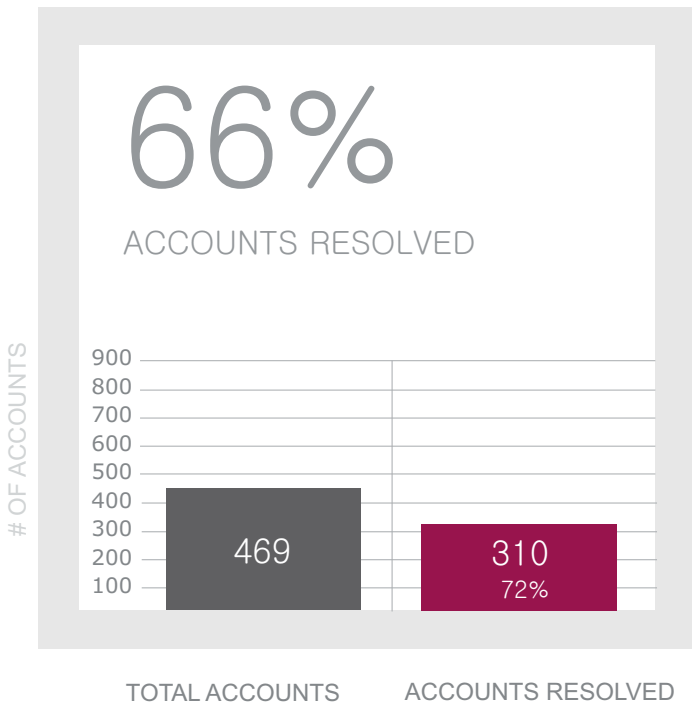
We met all of #02341 expectations, it wasn't difficult. We already had connectivity with major dental software providers. The setup was quick and painless. Day one we provided a "Client Web Access Portal", and drafted the required HIPAA business associate agreement. Upon receipt of the agreement, we started receiving accounts using our HIPAA secure/compliant portal. To date we have received 469 accounts totaling \$689,266. We have returned 66.10% of accounts and \$282,827.

CLIENT #02341

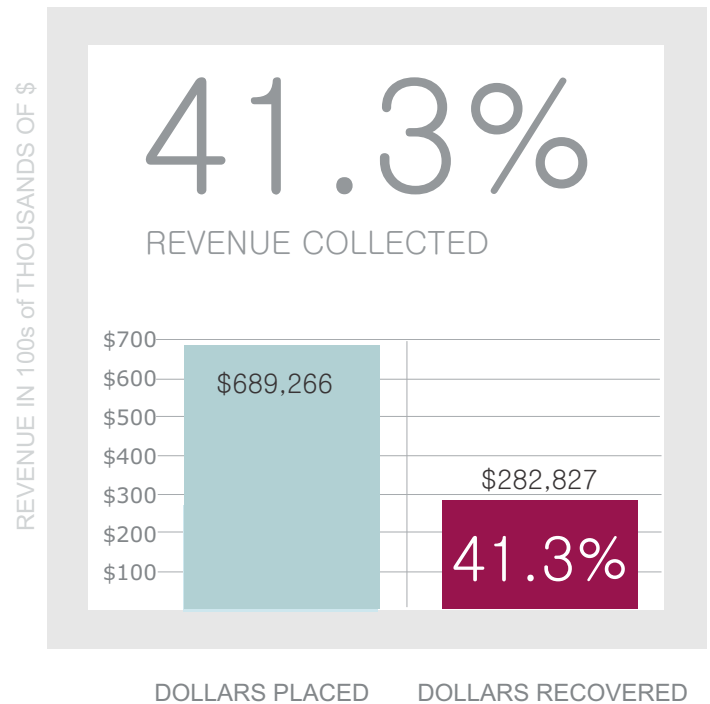
Client #02341 is a 12 FTE Orthodontist Practice with \$1.8 million in revenue based in Denver Colorado. Please ask us for a reference.

\$282,827 REVENUE RECOVERED 72% OF PATIENT ACCOUNTS RESOLVED

OCTOBER 28, 1998 - CURRENT



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PATIENTS PAID

Dental Collectors resolved 66.10% of accounts with an average day in collection of 33 days. A total of 469 accounts were sent with an average balance of \$1469.64. 118 of patients paid-in-full. Out of the remaining 351, 310 accounts have been resolved. 49 accounts were either: BK, SOL, Deceased, or removed at Management's Request. Performing accounts are still in collection and are managed by Dental Collectors.

REVENUE RECOVERED

Dental Collectors has recovered \$282,827 in lost revenue since 1998. A total of \$689,266 in lost revenue was sent to locate, collect self-pay, update patient information, identify insurance and negotiate a settlement or set-up a payment plan. Dental Collectors recovery of accounts was 41.03% exceeding the national average collection rate for dental accounts by over 21%.

National Average for Collection of Dental Accounts is 19%. -ADA

(0.03%) PATIENT COMPLAINTS – ZERO LAWSUITS

*Data based on Dental Collectors Internal Recovery Reports. References and Client Reports provided upon request.

USE A DENTAL COLLECTION AGENCY AND
GET BETTER RESULTS.

WORK WITH DENTAL COLLECTORS

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