



Compliance Manager

Uncover and track potential risks associated with your collection agency partners

35% by 2018 – That’s how much industry experts have predicted the patient account balance-after-insurance portion of bad debt will increase.

119% by 2018 – This is the expected growth of collections outsourcing connected to early-out, first- and third-party collection agencies.

The increasing consumer regulations now opens creditors, including healthcare providers, to the same scrutiny that the Consumer Financial Protection Bureau and Federal Trade Commission applies to third-party collection agencies. This can put healthcare providers at risk because you are now being held accountable for the actions and behaviors of your collection agency partners. **Are you at risk?**

Compliance Manager minimizes the risk of using agencies to collect your rising levels of bad debt. As the industry’s first comprehensive vendor compliance management solution, Compliance Manager helps healthcare organizations find out need-to-know information about their collection agencies:

- If the agency is properly licensed
- Whether the agency is involved in any lawsuits
- How many consumer complaints have been filed against the agency
- How the agency’s compliance compares with that of other collection agencies

Our solution also lets you know if you have litigious debtors lurking in your collections inventory, which could make your organization a target for lawsuits.

How we do it

- Compliance Manager provides licensing compliance through analysis and ongoing monitoring of agency licensing requirements
- It supports reputational compliance by monitoring litigation and complaints against each vendor
- A compliance dashboard and score provides robust reporting and dashboard capabilities to monitor agency compliance and measure agency compliance risk using a patent-pending compliance risk score

Compliance Manager is supported by a dedicated compliance consultant team and powered by Experian Health’s unmatched data and analytics. Compliance Manager helps you minimize the risk associated with the actions and behaviors of your agencies to protect your patients and your organization.

What you get

Protect your patients from damaging agency practices and protect your organization from bad debt.

Supports relationships with reputable collection agencies

Minimizes litigation risk associated with questionable agency practices

Mitigates potential reputational risk

Improves patient satisfaction with collection efforts

Provides peace of mind for you and your patients