Medical Billing Professionals Support Suite

Survey Regarding Collection Services

2025-06-21 - Medical Billing Professionals - Comments (0) - General

Survey Regarding Collection Services

We are often asked by providers if we offer a collection agency service or can recommend a good collection agency.

To help providers collect more money due them, we are considering offering a collection letter service for our PremiumPlus and Platinum Service providers as follows and would like input from our clients to determine if our clients have any interest:

- For patients with past due balances, we would send a series of up to 3 letters (a month apart).

- The letters would be on your letterhead. Patients would contact you with any questions or requests for payment terms on their balances

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- We would indicate the balance and provide a link to pay online if you offer that option (for example, for TherapyNotes users where patients can pay in the TherapyNotes portal).

- Your office could indicate that we should send to all patients with past due balances (generally more than 90 days past due) OR you could indicate that you would provide a list of patients to whom we would send letters.

- If at the end of the 3 letters the patients still had not paid the balance you could then refer the patients to a collection agency if you want for full collection services or you could choose to write off the balance.

- Fee--If we would offer this service, it would only be $19.95 per patient for the collection letter service (much less than what you would pay a collection agency that charges a percentage).

TO HELP US DETERMINE INTEREST IN THIS SERVICE, PLEASE SIMPLY SEND ME AN EMAIL TO steven@mbpros.com TO ADVISE if you would be interested or not.

Thanks,
Steve