



## Case Study: Quality DME



Founded in 2007, Quality DME is an accredited Durable Medical Equipment provider specializing in sleep and respiratory therapy.

Its mission is to provide top end products and personalized care to improve the quality of life for the patients we serve. They specialize in Durable Medical Equipment, Sleep Medicine, Sleep Apnea, CPAP, BiPAP, Respiratory Equipment and Sleep Health.

Their primary focus is making sure you have a great experience when you work with them.

Quality DME currently serves the Maryland, Washington, D.C. and Virginia areas.

### Background

Quality DME was writing off a lot of patient A/R because they did not have complete Patient Pay Billing and Collection system. Our staff was responsible for printing and mailing statements but did not have time to make collection calls. So they used the outside collection company.

### Business Challenge

Because Quality DME was not integrated with their collection company, it was challenging to track the payments the collection company received. In addition, the payments had to be manually posted by Quality DME, which took a lot of time. Quality DME was not able to verify if the collection company was reaching the patient on a call or if the patient was not taking responsibility for their past due balance.

### The Solution

In 2019, Quality DME rolled out COLLECT<sup>Plus</sup> to help streamline their patient pay billing and collections. Quality DME can now mail, email and text their patients about their balances and if a patient doesn't pay, they seamlessly transfer over to collections. Once in collections, a payment is automatically posted to the patient's account. They also can now listen to any conversation a CSR has with their patient. Both are big improvements in their process.

## Improved Efficiency • Flexibility



One of the main advantages of switching to COLLECTPlus was how the Success Manager and IT support team took the time to see what they could do to help us. They really worked with me. I didn't have that kind of relationship with the previous vendor. COLLECTPlus was open to building more enhancements and APIs for us. I really appreciated that.

*Sandra,  
Billing Manager*

Here are some excerpts from a conversion with Eileen and Sandra, billing managers for Quality DME.

### **How have you improved your patient pay AR with COLLECTPlus?**

Yes, we have seen improvements in productivity, revenue and growth. There is a lot of savings in having automation. Time is money. In addition, we can push collections to people who know what they're doing as far as the legal aspects. NRS knows the collection laws and rules. Scheduling the calls and letters is very convenient and allows the staff time to focus on properly billing and serving our patients.

### **What do you appreciate most about working with Allegiance Group?**

There are several things we like about COLLECTPlus. First, we can send both paper and email statements. We don't have to pick just one. Second, the payment portal is easy for our staff and patients to use. Third, when the reminder calls are sent, we can see if the patient listened to the whole message or if they are not responding to our requests. Lastly, we like that the patient can choose the date the auto-pay processes, so it fits into their schedule.

I like they are keeping up with the times by launching text notifications. It is another way to make it easier for our customers to pay.

### **Would you recommend COLLECTPlus to another provider?**

If there was an integration between COLLECTPlus and whatever billing platform, I would encourage them to schedule a demonstration to see it for themselves. Your team is communicative, transparent and willing to look into new processes to help. They really care about their clients. I would absolutely recommend it!

*Let us help you turn every patient  
into a paying patient!<sup>sm</sup>*

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