



GUNDERSEN
PALMER LUTHERAN
HOME MEDICAL SUPPLY

Profile

Year Founded: 1999

Medical Equipment,
Supplies & Hospice Care

Specializing in Home
Healthcare

Years using
COLLECTPlus: 6

***“I am very pleased
with our results and
highly recommend
this service!”***

— Julie Creery, Director

Gundersen Palmer’s 90% Recovery Performance: *A Case Study*

**Higher Collection Rates and Faster Payments
Great Service and Responsiveness**

How were you handling your private pay billing and collections prior to Allegiance Group?

We were performing our billing functions in-house and sending the traditional one statement per month to elicit patient payments. Monthly billing was a problem because we didn’t have enough staff to get invoices and notices out on time.

Why did you choose AG?

We had to admit we were doing a poor job of collecting private pay balances and there was room for improvement. Like many, we had to focus our limited resources on higher dollar claims. And patient balances didn’t get the attention they deserved. Often we didn’t even have the time or staff to contact patients to collect payments. To solve our dilemma, we chose AG’s COLLECTPlus solution.

What kind of results are you experiencing?

We are very pleased with the results achieved and see more positive recovery the more we work with AG. Some outstanding results include more patient payment options.

What has this meant to your bottom line?

AG has decreased our accounts receivables on private pay collectibles and staff needs have been reduced. We consider them a team member and an integral part of our billing process.

Phase	Cash	Non-Cash	Overall	ROI
0-30 days	67.40%	5.34%	72.74%	\$64.25
31-90 days	31.00%	7.27%	38.27%	\$22.33
91-180 days	27.42%	4.23%	31.65%	\$6.95
180+ days	3.36%	37.07%	40.43%	\$26.40
Total	78.69%	11.70%	90.39%	\$30.32

Let us show you your recovery potential!

Contact:

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