



Profile

Year Founded: 1985

Infusion, Specialty Medications, Respiratory & DME

Specializing in Positive Patient Outcomes

Years using COLLECTPlus: 4

“The biggest impact on our bottom line is our staff can stay focused on insurance collections. We’ve seen a drastic increase in insurance collections because of the time not spent chasing after co-pays.”

Upstate’s Automation Yields 80%: A Case Study

Faster Payments • Great Customer Service

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

We used to do collection activities in-house including printing, mailing, account reviews and collection calls. We were consistent with monthly mailings but definitely struggled with follow-up and calls. Patients often needed a gentle reminder to pay.

Why did you choose AG?

We needed to relieve our staff of these very time intensive collection duties. COLLECTPlus let us focus on our strength - the insurance claims. Three factors drove our decision:

1. AG’s subject matter expertise
2. AG’s references were very good, but word of mouth from industry organizations was great
3. The forward thinking AG displayed was impressive and COLLECTPlus features set it apart from the competition.

What kind of results are you experiencing?

Overall self-pay has changed because the market has changed. More patients are going with higher deductible health plans with higher self-pay balances. We see self-pay balances collected faster due to COLLECTPlus’ unique blend of weekly statements and automation. We always said we spent 30% of our time on 10% of our A/R when it came to private pays - that’s not the case anymore.

What do you appreciate most about working with AG?

The customer service is the best. If we have a question, they are always there with answers.

Phase	Cash	Non-Cash	Overall	ROI
0-30 days	50.78%	2.32%	53.10%	\$16.67
31-90 days	36.95%	3.95%	40.90%	\$12.68
91-180 days	21.59%	4.08%	25.67%	\$5.90
180+ days	4.82%	1.18%	6.00%	\$3.01
Total	74.01%	5.82%	79.83%	\$12.81

Let us show you your recovery potential!

Contact:

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