



Case Study: CareLinc Medical Equipment & Supply



Founded in 1997 with a vision of providing the highest level of service and care imaginable, CareLinc started with just one delivery van and three employees. They have grown into a well-known, premier provider of durable medical equipment, supplies and services. CareLinc has 35 locations, more than 550 dedicated employees and 100 delivery vehicles to serve our customers.

Their goal is to provide quality medical equipment, superior service, and support to our customers and their communities.

Background

As a premier provider of durable medical equipment, supplies and services implements customizable patient pay billing and collection process, CareLinc doubled their business over the last five years without adding customer service representatives.

Business Challenge

Like many providers, CareLinc was using a service that had a "send it and forget it" philosophy when it came to patient pay balances. There was not any structured follow-up once the statement went out the door. Follow-up was hit or miss.

Once the account reached 150 days, they evaluate the account to determine if a collector should make a phone call to try to collect the balance.

Let us show you your recovery potential!

Contact:

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