



SELF PAY – PATIENT RELATIONS MANAGEMENT

TransCend Healthcare offers a patient service focused solution for resolving your self pay/patient liability using proven technology and techniques.

The TransCend Healthcare Approach:

- Consistent and measured efforts to collect your self pay dollars
- Collection and resolution of your self pay while maintaining and enhancing your valuable relationship with the community
- Customer Service centered process - building patient relationships
- The policies and integrity of the hospital are maintained at all times

TransCend Healthcare Self Pay Solution Features:

- CUBS (Columbia Ultimate Business System), interactive automated dialer, statement and letter generation, address confirmation/cleansing services
- HIPAA compliant VPN secure connectivity to your system
- All collection activity uploaded to your patient accounting system
- nTelagent SPMS Batch (*see reverse side*)
- Arrange and manage payment plans
- Skip tracing on returned mail
- Ability to accept electronic check and credit card transactions
- All communications and correspondence conducted under the name of the hospital

**TransCend Healthcare is not a collection agency.
TransCend Healthcare operates as a transparent extension of your hospital patient
accounting department.**

