



DRIVE RESULTS WITH TAILORED RECOVERY

PROGRAM FEATURES:

- ▶ Nearly 40 years collection experience*
- ▶ Inbound and outbound customer service
- ▶ 100% call recording
- ▶ Quality assurance team
- ▶ 10M customer interactions in 2015

KEY BENEFITS:

- ▶ Focus positive patient outcomes through education and consultation
- ▶ Unparalleled compliance record
- ▶ Expert contact teams
- ▶ Results-driven approach
- ▶ 900 seats ready to scale

Recover More of What You're Owed with Veteran Agents Who Empower Consumers

Transforming a delinquent account into a paying, loyal consumer is a challenge. The older the debt, the lower the likelihood of repayment. How carefully a company handles customers with delinquent accounts is often the difference between those accounts being settled and those that will never be paid. As such, engaging the borrower requires varied strategies to ensure your organization stays in the business of healthcare and not in the business of debt recovery.

This balance is one of Waypoint's specialties. Our heritage includes nearly four decades of success in recovering post-default revenue*. Waypoint recovery programs and multichannel contact strategies are tailored to each portfolio to increase recovery potential regardless of stage. We listen to patients and help them adopt the best solution to bring their accounts current. In addition, by making recovery more predictable, it allows our clients to better manage their cash flow while handling patients with the respect that your brand demands. Our goal is to secure your maximum post-write off revenue while preserving the patient relationship.

There is a Better Way

At Waypoint, our goal is to provide outsourcing solutions that deliver administrative care matching the quality of the medical care. Leveraging nearly 40 years of collections experience, we understand that positive, well-crafted, and caring interactions can translate into stronger patient satisfaction.

Our contact outsourcing programs engage patients with a consultative and tailored approach that leaves them feeling valued through informative and empowering interactions. We achieve this all while reducing administrative costs, streamlining processes, and driving revenue.

Better Recovery with Waypoint.

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