



COMMITTED TO COMPLIANCE

PROGRAM FEATURES:

- ▶ Zero judgments
- ▶ FISMA/NIST-aligned policies
- ▶ Government-level compliance infrastructure
- ▶ FDCPA and HIPAA compliance programs

KEY BENEFITS:

- ▶ Nearly 40-year-old parent company (TG); \$14B portfolio under management
- ▶ 200,000-square-foot, company-owned facility
- ▶ Corporate culture focused on educating patients and nurturing relationships to safeguard the provider brand

The Reality of Compliance Challenges

Legislative and regulatory issues in the healthcare industry are of significant concern, and organizations without a well-defined strategy risk severe penalties. Recent industry scrutiny includes:

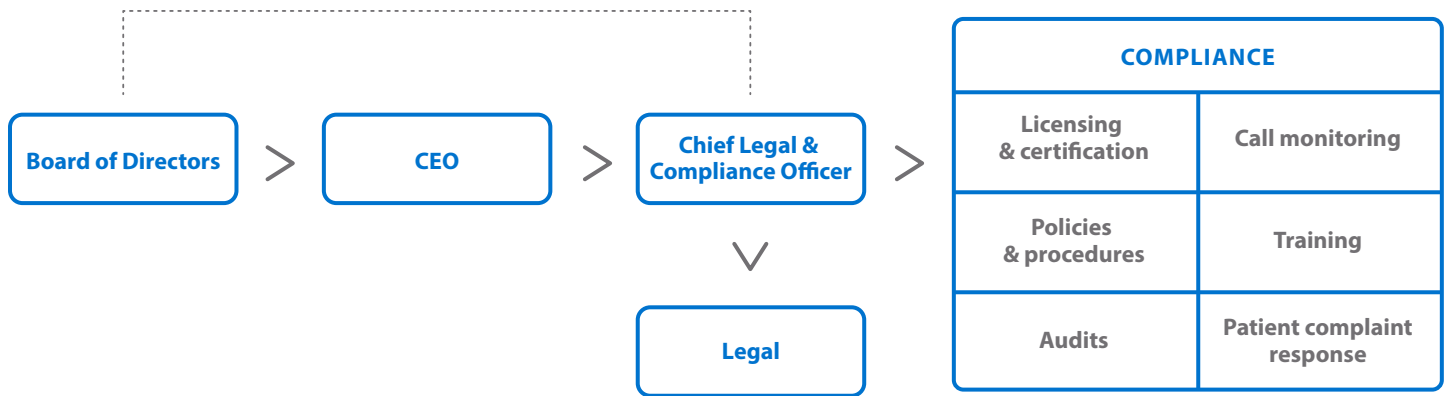
- **Increased government oversight:** The Consumer Financial Protection Bureau (CFPB) is taking a much closer look at all debt collection practices.
- **Legal concerns:** There are currently more than 12,000 consumer litigation court filings for alleged violations of the Fair Debt Collection Practices Act (FDCPA), and increasing active enforcement by the Department of Health and Human Services Office of Civil Rights regarding covered entities and business associates.
- **Calling/collections:** Patient consent for dialing practices is a critical issue under both the Telephone Consumer Protection Act (TCPA) and Federal Communications Commission (FCC) rulings.
- **HIPAA privacy and security:** Rule enforcement is on the upswing, and data breaches are an ongoing and growing concern for healthcare organizations.

Providers find themselves having to follow strict government compliance rules to mitigate future risk factors. Consequently, many providers are in search of knowledgeable outsourcing partners.

Compliance is in Our DNA

Our parent company, TG, has a long history of strict, government-level compliance as a federal loan guarantor. Waypoint has leveraged nearly 40 years of successful practices to design our own robust compliance strategy, with strict focus on:

- Identification of compliance drivers
- Assessment of industry landscape and potential risks
- Mitigation to address gaps and implement new policies and procedures
- Monitoring via three process channels: internal business operations, oversight/risk management, and internal audits



Our commitment and strict adherence to the rapidly changing compliance standards of patient and provider data protection is ongoing and includes:

- **Licensing/certification:** Licensed to collect and/or ability to provide services in all 50 states; services comply with Payment Card Industry (PCI) standards.
- **Policies and procedures:** Detailed policies regarding compliance laws and regulations, including FDCPA, Fair Credit Reporting Act (FCRA), HIPAA, and Gramm-Leach-Bliley Act, and relevant security and privacy legislation.
- **Audits:** Includes in-house and independent, third-party auditors who regularly assess compliance and security practices and evaluate our policies and procedures.
- **Call monitoring:** Quality assurance testing of patient calls for regulatory compliance (live call monitoring, voice analytics, reviews, 1:1 performance coaching, and follow-up evaluation).
- **Training:** All patient care representatives must complete ongoing training on state and federal regulations and related laws, including compliance with FDCPA, HIPAA, and FCRA. All employees undergo mandatory annual awareness training in privacy, information security, and compliance.
- **Patient complaint response:** Waypoint uses a formal central compliance function with ombudsman oversight to handle all complaints. This function includes an extensive quality control process for tracking, reviewing, responding to, and documenting complaints. We also suspend collection activities during this process.

Waypoint: A Better Approach to Compliance

Doing things the right way is how we work. Our compliance systems are designed to minimize risk while supporting our clients.

Contact us today for a tour of our facility.

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