



**AN INTRODUCTION TO WAYPOINT RESOURCE GROUP**



**FINANCIAL STRENGTH AND STABILITY**

- ▶ Well-funded and -managed
- ▶ Nearly 40-year-old parent company\* with \$14B portfolio under management
- ▶ 200,000-square-foot office facility (owned outright)
- ▶ Government-level operations
- ▶ Demonstrated heritage of positive consumer outcomes and satisfaction
- ▶ Additional infusion of industry operations talent



**UNPARALLELED COMPLIANCE RECORD**

- ▶ Zero judgments in nearly 40 years\*
- ▶ FISMA/NIST-aligned policies
- ▶ Government compliance infrastructure
- ▶ PCI compliant
- ▶ SOC 2 Type 2 certification (in process)
- ▶ Regular interactions with FTC and CFPB



**QUALITY AND TECHNOLOGY**

- ▶ Comprehensive call quality program ("Every call" recording and analysis)
- ▶ Dedicated call quality/compliance team
- ▶ Self-pay, web chat, patient suite
- ▶ Ontario/Artiva healthcare technology
- ▶ Full BCP preparation and testing
- ▶ Full redundancy (co-locations)



**FULL SUITE OF RCM SERVICES**

- ▶ Contact center/call center services
- ▶ Self-pay management
- ▶ Pre-collections/early-out services
- ▶ Insurance follow-up
- ▶ Bad debt collections
- ▶ Warehouse/trigger solutions
- ▶ Bankruptcy

**CONNECT WITH  
WAYPOINT**

*Better results with the right talent, technology, and services.*

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\*Waypoint leverages the experience and resources of its affiliate company, TG.