

Ensource's core services

Early Out Self-Pay Management

- Access to patient accounts via Ensource's transparent, secure, online client portal
- Customer-service focused call center, available in multiple time zones to reach customers at the optimal time
- Outbound call dialing, texting and email campaigns
- All calls are recorded and available to clients for review
- Online payment portal and mobile app available for customers to make one time or multiple payments, have secure chat or view statements
- Customized letter series available

Pre-Collections and Payment Plan Services

- Customized patient outreach plan - We will recommend a customer outreach cadence using the communication channels that work best for your organization. The channels include, phone, email, text, voicemail drops, push notification, automated dialers, and letters.
- Maximize collections without sacrificing patient satisfaction
- Highly trained, experienced staff dedicated to your organization's accounts - Each of our staff is required to receive the HFMA CRCR Certification after one year of employment
- When a payment plan falls past due, the patient is contacted
- Reduce number of accounts referred to debt collections

Insurance Follow-up

- Contact insurance payers regardless of balance or payer to find out why claim is unpaid
- Dedicated staff focus on follow-up for unpaid accounts
- Use workflow tools to ensure proper and timely follow-up of all accounts
- Identify any key findings by payer and report back to your organization
- Work in and notate the health system's EHR via VPN access

Extended Business Office Solutions:

- **Legacy System A/R Work Down:** For those organizations undergoing or planning a system conversion, Ensource can manage the legacy system work-down so that your team can focus on learning the new system and not be bogged-down by older accounts.
- **Overflow Call Center:** For those organizations who are struggling to answer inbound calls or return messages in a timely manner, this service is ideal. Calls that are on hold longer than a specific time frame can roll directly over to Ensource, who will assist with patient concerns.
- **Mail return projects:** For those organizations that don't have a timely process for handling mail return, Ensource will use our automated service to search for a new address and electronically send back to your organization so that collection efforts may continue.

Contact Ensource:

To learn more about how Ensource's innovative patient account recovery services can help your patients and organization, contact an Ensource team member at the information below.



Ensource, a Professional Credit Services Company, is headquartered in Vancouver, WA with offices throughout the Pacific Northwest serving various healthcare clients across the United States.

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