



A-1 COLLECTION AGENCY

Committed. Empathetic. Personalized

## Healthcare Bad Debt Collections



A-1 Collection Agency helps **ease the stress of collections** and improves your cash flow.

**Let us do the heavy lifting.**

Through a combination of insightful technology and skilled, empathetic collectors, A-1 Collection Agency (A-1) can help collect your bad debt accounts. We understand how important your patients are to your business and your reputation in the community.



“A-1 continues to impress me with their professionalism and eagerness to work with our patients. They treat our patients like they are their own.”

Zach Wojcieszek, Chief Financial Officer,  
Moab Regional Hospital

### Who We Are

- ▶ Professionally Accredited
- ▶ Highly Trained
- ▶ In-house Legal Counsel
- ▶ 30 Years' Experience
- ▶ 2021 InsideARM Best Places to Work
- ▶ Leading-edge Collection Technologies

### Who We Serve

- ▶ Critical Access Hospitals
- ▶ Rural & Community Hospitals
- ▶ Physician Groups
- ▶ And more!

We Put **People First!**

Learn more at [A1CollectionAgency.com](https://www.A1CollectionAgency.com)



We Put **People First!**

Learn more at [A1CollectionAgency.com](https://www.A1CollectionAgency.com)

### We Put People First

Throughout the collection process, A-1 focuses on putting people first, both you and your patients. A-1 treats everyone with the utmost respect and compassion to ensure your reputation is constantly maintained. By being transparent to both you and your patients, A-1 can significantly decrease the time it takes to collect an account.

A-1's knowledgeable collectors are extensively trained, certified in FDCPA and Professional Telephone Techniques, and comply with Fair Credit Reporting Guidelines. They have superior knowledge of state and federal collection laws and regulations. Current best practices are top of mind for A-1 and are constantly maintained to help you improve your financial performance. A-1 continually studies industry trends and ensures regulatory compliance to improve the patient financial experience.

For non-compliant accounts, A-1's in-house legal team works on your behalf to quickly bring legal action to qualifying accounts that are defined by your mission, vision, and financial policies.

**Reach out today to learn more about how A-1 can help ease the stress of collections and improve your cash flow.**



**Pilar Mank**  
**Administrative Director of**  
**Operations & Member Support**  
**970.986.3590**  
**[pilar.mank@hcmcolorado.com](mailto:pilar.mank@hcmcolorado.com)**



Learn more at [A1CollectionAgency.com](https://www.A1CollectionAgency.com)