

REMEX: *Committed to going the distance*



Specialists in Customized Healthcare Collection Programs
Combining leading technology, training and methodology

Realizing your Accounts Receivable

In today's economic climate, it's necessary to exercise sound financial practices just to remain in business. Healthcare organizations in particular, squeezed by limited budgets and the stringent demands of third party reimbursement, must keep a close eye on the bottom line.

It's no wonder that most healthcare organizations find it challenging to handle the collection process. Even the largest organizations face staffing and budgetary constraints and a complex web of regulations. Let Remex ease the burden—our comprehensive methodology simplifies the collections process and maximizes your return without using valuable internal resources.

Remex specializes in working with hospitals, physicians' groups and other healthcare organizations. We develop a collection program that's tailored to meet your needs.

A collection program that maintains good relations

Just as every healthcare organization has its own unique way of providing services, it also has its distinctive relationship with its community and customers. Remex works with every client to create a collection program that maximizes recovery on accounts while adhering to defined standards. We are sensitive to the negative effects of overly aggressive collection techniques.

Our recovery methodology utilizes psychology, diplomacy, leading-edge technology and, most importantly, extensively trained associates to optimize collections while retaining an excellent relationship with customers.

The Remex difference

The Remex Collection System™ is a highly refined process that addresses all stages of account recovery. Every Remex associate is trained in our methodology to establish consistency and fairness in handling each account. By defining the protocols for all steps in the collection process, we not only ensure compliance with federal and state laws, but also avoid complaints and collect on accounts more quickly.

Locating hard to find individuals, or skiptracing, requires perseverance and resourcefulness. At Remex, we use a range of real-time information sources including specialized databases, property ownership records throughout the country, credit reports, combined with specialized associate training to re-establish contact.

Our collection methodology and attention to detail pay off—Remex consistently exceeds ACA International's (formerly known as American Collectors Association, Inc.) industry collection averages.

When all else fails

Sometimes diplomacy and reason are insufficient— some non-payers refuse to even compromise. When all else fails, Remex can initiate lawsuits to collect accounts that meet appropriate criteria. We will also place information regarding non-payment on credit reports, unless you request us not to.

Typically, Remex assumes the expense of lawsuit filing, and we will sue on a wider range of balances than most other collection companies. With our nationwide network of information resources and attorneys, we can identify assets, locate addresses and have lawsuits filed in any state.

The right tools for the job

Unlike many other collection companies, Remex's associates utilize computer workstations that display actual images of scanned itemized bills and correspondence, including hard copy from clients. This first-hand access to the real documents is invaluable in enabling our staff to speak with authority.

Remex's leading technology enables us to use our clients' computer files and transfer their data into our powerful collection applications. We can load client information from virtually any format.

Empowering our clients

When you use Remex's services, you always know where you stand. Every client has an available link through our web portal, giving you on-line access to current status and payment information. Statistical reports on overall collection results are all downloadable to Excel™ spreadsheets. Clients can also use this feature to report direct payments or update accounts with any new information.

Of course, Remex Customer Service Associates are available by phone and e-mail to discuss individual accounts and answer any questions you may have. We consider ourselves an extension of your business office and a key member of your team. Together, we can go the distance.

Expertise and discretion

Collecting healthcare related accounts receivable requires expertise and knowledge. Remex is in compliance with all federal and state laws and regulations, including the Healthcare Insurance Portability and Accountability Act (HIPAA). As a Business Associate under the act, Remex ensures that our personnel and partners follow all HIPAA Business Associate requirements.

As a healthcare collection company, Remex understands that we represent your organization. We recognize the trust you place in us to responsibly handle outstanding accounts. Our extensive track record in managing the collection process with skill and discretion speaks to our commitment to being your long-term partner.

Submitting accounts to Remex

1. Provide an itemized bill with the patient's name and address. Include all CPT and ICD codes for insurance processing. Files may be in electronic or hard copy format.
2. Attempt to include the following data for all responsible parties (patient, patient's spouse, guarantors, parents of minors):
 - Telephone numbers
 - Employment information
 - Insurance information
 - Social security numbers and dates of birth
 - Relative contact information
 - Bank account information
3. E-mail to newaccounts@remexinc.com, fax to (609) 921-6214 or send hard copies to: Remex, Inc., 307 Wall Street, Princeton, NJ 08540, Attention: New Accounts.

Let us prove that Remex's collection process is different and better than the competition. Send us your outstanding accounts— even if you have previously sent them elsewhere for collection— and let us collect on them. We will demonstrate how our proven methodology, sophisticated technology and professional skill outpace your expectations. Call us toll-free at (800) 562-5158, e-mail us at newaccounts@remexinc.com, or visit our website at www.remexinc.com.

