

Accelerating Cash Flow and Reducing Operating Expenses for Healthcare Providers

Why CMC?

CMC is nationally licensed and well known for delivering exceptional outcomes for healthcare clients. Our clients range in size and service offerings, but all experience the same above-industry average results when partnering with us.

Exceptional Healthcare Market Experience

- Serving healthcare clients for nearly 50 years
- Healthcare clients account for 91% of business portfolio
- We support nearly 200 healthcare clients with a focus on health systems
- Thorough understanding of, and adherence to, industry guidelines and regulations including HIPAA, HITECH, FWA, and FDCPA.

Industry Leading Call Center Performance

- Average hold time of < 30 seconds - we are appropriately staffed
- Average call length of 2:59 - we know how to resolve accounts efficiently
- < 2% abandoned call rate - we don't leave money on the table

Results, Results, Results

- Average Net Recovery Rate for Early Out clients is 43%
- Primary goal is account resolution. We screen for charity care, medical assistance and other coverage if a patient is unable to pay.
- We provide free presumptive charity scores on all Early Out accounts.

State-of-the-Art Technology

- Skip Tracing
- Account Scoring
- Predictive Dialers
- Automatic Dialers
- 24/7 Payment Processing

Experienced, Professional Team

- 100+ years of management experience
- Low turnover rate
- Average tenure of collection staff is 6 years

Types of Healthcare Business

- Large healthcare systems
- Community hospitals
- Physician groups
- Long-term care facilities
- Ambulatory services
- Medical durables
- Laboratories
- Ambulance providers



“CMC has been a long-time, trusted business partner. Their recovery rates are consistently strong and their comprehensive service is excellent.”

- Health System,
CFO

“CMC has consistently maximized the Self-Pay cash for us in a professional and patient-friendly manner.”

- Health System,
Patient Financial Services Director

“We were eagerly looking for a business partner that shared our same customer service values, we found this with CMC and much more. We couldn't ask for a better partner. We've never had a company work so well with us.”

- Regional Director of Special Projects,
Maryland Based Health System

