

In this world of rising medical costs and increased self-pay responsibilities, there is something to be said about a collection agency that is working to meet the needs of its healthcare clients and the patients they serve.

Affiliated Creditors, Inc., a Nashville-based collection firm, has been serving the needs of healthcare providers for more than 25 years and as the industry has grown and changed over time, so too has the company.



Chad Williams, vice president of sales and marketing for Affiliated Creditors, is setting his firm apart from traditional credit-collection agencies by expanding its outreach and services both to patients and to healthcare providers.

From its earliest beginning, Affiliated Creditors recognized its role as a leader and innovator in supporting the healthcare industry. Meanwhile, it recognized its obligation to treat everyone with respect and dignity regardless of financial circumstances. These founding principles helped set the stage for what has become a unique approach to serving individuals and medical providers alike.

“We are setting ourselves apart from traditional credit-collection

agencies by expanding our outreach and services both to patients and to healthcare providers,” said Chad Williams, vice president of sales and marketing for Affiliated Creditors.

“Healthcare providers must constantly find creative avenues to help their patients meet their financial obligations, whether through financial assistance programs, grants or even promissory notes,” he said. “At the same time, it’s important for patients to have the peace of mind that they will receive assistance – both medical and financial. There are ways to serve hospitals and patients effectively, and our goal is to educate the parties on all options.”

Seamless Integration

Affiliated Creditors operates as an extension of a medical facility’s business office, improving and augmenting its services while boosting productivity and customer satisfaction.

By focusing on the revenue cycle, Affiliated Creditors has developed a closed-loop system for healthcare facilities to integrate with their business office processes. This system helps improve efficiency, cash flow, and customer service.

From schedulers to pre-admission clerks to the checkout process, everyone works together to minimize deficiencies and maximize efficiency, thereby increasing productivity and cost-savings.

Affiliated Creditors’ process covers all the bases by evaluating the patient from the very first contact to determine the next step. This contact not only

helps the facility decide what it needs from the patient, but also educates the patient and makes sure there are no financial surprises or unknown expectations.

Establishing the patient’s ability and means of paying for services requires attention to detail: getting insurance cards, verifying coverage, and determining patient responsibility.

By establishing a consistent process and using advanced software systems, clients gain a more thorough knowledge of the payment process and can reduce bad debt by collecting patients’ co-pays, estimated balances or prior balances on or before the date of service.

Not only must the information be obtained upfront, but Affiliated Creditors also ensures that a system is in place for routine updates so that the patient record remains current and accurate.

Successful Tools and Training

Asking for money is perhaps the most difficult task in the administrative process. But as Williams explained, having the right training and tools can make the process flow much smoother.

“If all the bases are covered, this becomes one of the easiest steps in the process,” he said. “The only way to help staff overcome these fears is through education.”

Williams mentioned negotiating techniques that can be used to help patients and staff overcome objections and settle on an amenable and mutually beneficial solution to fulfill their financial obligations.

Affiliated Creditors offers improved processes for insurance follow-ups, payment monitoring, and call monitoring, and we sponsor seminars to help facility staff understand all phases of the collection process.

Recognizing that hospitals sometimes experience higher rates of turnover, the firm offers continuing education to make sure all new employees are up to speed on the correct processes. Assistance is also available to reduce insurance backlogs and to help hospitals guard against identity and insurance fraud.

Affordable, Dependable, Flexible

Affiliated Creditors’ large volume of clients allows it to administer both large and small accounts at very affordable rates. The diverse client base includes Baptist, St. Thomas, and Vanderbilt, in addition to large physicians’ groups associated with those facilities. The firm also provides services for individual practices in all specialized areas of healthcare.

With the growing demands on our healthcare system, it’s speculated that medical facilities will need more outsourcing support in the future. Affiliated Creditors is prepared to meet that challenge by offering the best and most affordable resources and technology.

“We understand that healthcare needs are usually not self-inflicted and that people often need assistance to handle their medical debts,” said Williams. “Affiliated Creditors bases their business success on negotiation, counseling, and education to produce benefits for all parties involved.”

“We’re in this business for the long term,” he added, “and our reputation and solid client foundation are proof.”

For more information, call 615.331.1826.