



PATIENT BALANCE MANAGEMENT | CUSTOMER SERVICE
 INSURANCE MANAGEMENT
 CONVERSION SUPPORT | A/R LIQUIDATION
 PATIENTREV® ONLINE PAYMENT PLATFORM

PATIENT BALANCE MANAGEMENT | CUSTOMER SERVICE

Our approach to Self-pay and Balance-After-Insurance collections provides

A positive and seamless experience for the patient

An inbound customer service team dedicated to a specific client

A well-defined engagement structure, seamless implementation and technology integration

Patient-friendly statements and proactive follow-up calls utilizing AI and dialer technology

Increasing revenue and reducing costs under your brand and mission

Experienced team, results oriented

With over 725 staff members, we have the resources and scalability necessary to dedicate experienced account specialists.

The most advanced technological infrastructure to automate and maximize account workflow.

Insurance early-out styled programs that manage more than \$3 billion of current A/R.

Proven track record of assisting high performing health systems to achieve their goals.

Company Overview

PFS Group provides fully diversified, end-to-end business process outsourcing (BPO) solutions for leading healthcare providers throughout the United States.

Led by an executive team with more than 200 years of experience, PFS Group has built more than 100 successful partnerships with healthcare clients in 29 states across the country since 2005.

Sample Implementation Timeline



"We just felt the self-pay collection rate should be higher and it turns out it could be. Within six months, we experienced significant improvements."

– VP Revenue Cycle
 Northeast Health System



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