Our Mission:

To be the best, most trusted provider of receivables management services to original creditors.

IC System Healthcare Services

Improving Financial Outcomes

At IC System, we preserve your patient relationships while recovering on patient accounts, new and older. Using patient-friendly collection practices and state-of-the-art technology, IC System offers Self Pay and Bad Debt programs which return valuable time, and revenue, to healthcare facilities who are stretched thin.

COMPANY STATS

- Founded in 1938
- Licensed, bonded and insured nationwide
- Thousands of clients in all 50 states
- 500 employees in two Midwest call centers
- Over $500 million in client placements annually
- Over five million accounts managed monthly
- Average client tenure 16 years
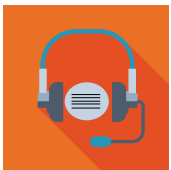
SELF PAY MANAGEMENT/ INSURANCE FOLLOW−UP

- First-party patient-friendly collection activity
- Follow client's procedures and processes for full extension of your business office
- Insurance identification and resolution

BAD DEBT RECOVERY

- Third party primary and secondary bad debt programs
- Analytical modeling for optimal return on recoveries focused to maintain the patient-provider relationship
- Inventory revival services

TECHNOLOGY

- 24/7 PCI 3.2 compliant patient payment portal; audited for security on ALL patient data

- Health Insurance Portability and Accountability Act HITECH Act (HIPAA/HITECH)

- ISO 27002 and GLBA audited for compliance

- TCPA compliant Telephony systems with integrated IVR

- Award-winning proprietary Intelligent Collections Engine (ICE™) software system

- Full call recording

- Online client tools and reporting suite

IMPROVING FINANCIAL OUTCOMES

CREDIT MONITORING

- Monitoring program that identifies financial improvement triggers on older accounts

- Patient friendly alternative credit reporting

CREDIT REPORTING

- Accounts reported to all four National Bureaus

- Significant payment leverage for select accounts

ADDITIONAL TOOLS AND SERVICES

- Legacy revenue cycle support for system conversions

- Analytical modeling

- On-site client training

- Dedicated client management team

- Collections consulting

- Non-litigation attorney referral

- Credit monitoring

- Litigation referral