

COMPANY ROOTS

EXPERIENCE

MDS is a proven, trusted and innovative leader in revenue cycle management. For over 30 years MDS has successfully partnered with multiple hospitals and respected health systems across the nation. We understand the specific demands and concerns of the provider community and it is reflected in our unparalleled client service and performance value.

MDS has almost thirty years experience and pioneered the Secondary Collections industry.

Founded in 1985, MDS (Medical Data Systems, Inc.) pioneered Secondary Bad Debt Collections. Based on client needs and requests, we

expanded our services to Extended Business Office and Primary Collections. With the ever changing landscape of healthcare, MDS continues to evolve based on the needs of our client base and industry trends/changes.

SERVICE

Our company offers our expertise of over 400⁺ employees in seven offices nationwide who currently service our 460⁺



clients. MDS is privately held and is exclusively healthcare focused, working with both non-profit, for-profit and faith-based healthcare systems on service lines throughout the revenue cycle.

PROVEN. TRUSTED. INNOVATIVE.

The core of our company is simple - we provide outstanding service to our client base by keeping their best interests in focus, fostering positive community relationships and continually striving to push the technological envelope to grow their business success. We pride ourselves on our industry leadership and consistency, and are always looking toward the horizon to improve our efficiencies and better serve you!

END TO END REVENUE CYCLE SOLUTIONS

SOLUTIONS

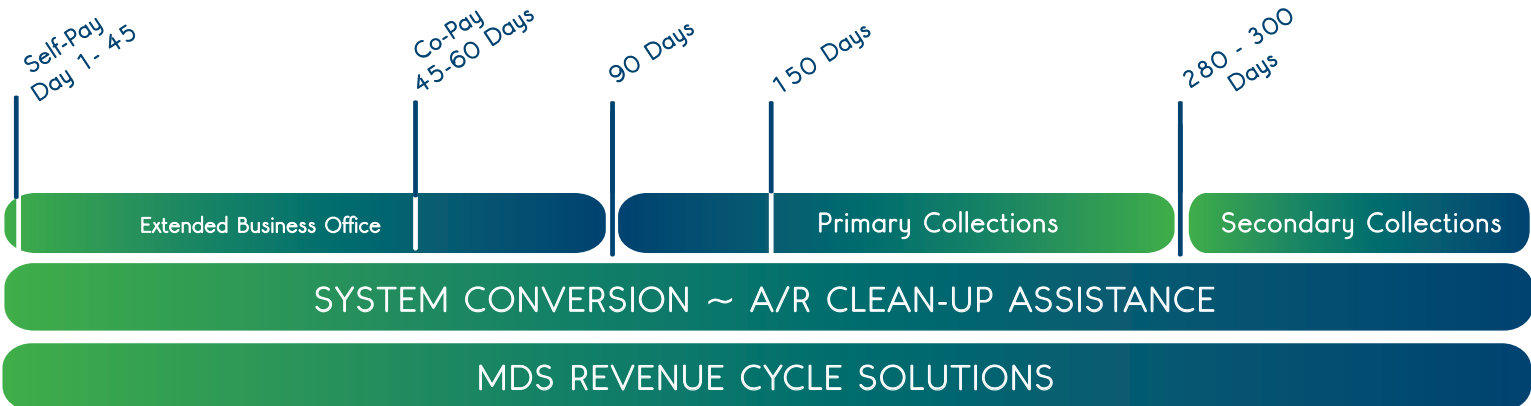
Our longevity and expertise in healthcare spans over thirty years - allowing us to understand how to best serve our clients. We've honed our skills to manage different lines of service, each of which comprises a part of the revenue cycle recovery process.



Our company can serve you every step of the way - through the recovery life of an account. Each line of service is handled at separate offices with expertise in that service line, to ensure the maximum attention to detail and motivation to achieve full potential.

Since 1985, we have utilized our proficiency and knowledge base to increase our clients' net back while complying with all regulatory guidelines. Our focus is to collect the highest recovery possible without compromising customer service - we care about the relationship between your organization and the community. Let us prove our expertise.

- Extended Business Office / Early-Out
Self Pay Recovery & Call Center
Insurance Recovery & Claims Resolution
- Self Pay Collection & Bad Debt Recovery
- System Conversions Assistance & A/R



EXTENDED BUSINESS OFFICE

EXPERIENCE

Based on a hospital model over a decade ago, our Extended Business Office division was developed at the request of our clients. Today our Extended Business Office has grown to service clients nationally and consistently collects above the national average. Our management team is well respected in the industry and combined experience is over 68 years, giving you the assurance that your accounts are in great hands.

RESULTS

MDS understands the relationship between hospital and community; we are a true extension of your business office. Insurance Specialists review collections for 3rd party responsibility regardless of account balance. We re-bill insurances and conduct consistent follow-up to maximize your net back. We strive to liquidate accounts as quickly as possible. Monthly and weekly collection goals are set

Averaged **74%** collection rate (with some over 80%) on Insurance accounts

Averaged **39%** collection rate (with some over 60%) on Co-Pay accounts

Averaged **5%** collection rate (with some over 11%) on Self-Pay accounts

for your facility keeping in mind if we don't succeed, you don't succeed!

TECHNOLOGY

Through our integrated technology, we sequentially dial your accounts at various intervals to saturate your placements and increase patient contact. We routinely report back items such as wrong numbers/bad addresses, billing and adjustment detail so you can spot trends within your operation. Detailed feedback and reporting is provided to assist you in managing your active A/R (payor, financial class, age). The benefit? Quick, detailed work that yields results.

You will enjoy a personal relationship with the Operations Team. You are the MOST IMPORTANT CLIENT we have. Site visits by the Operations Team to review and address issues are performed at regular intervals. It is imperative that all members of your business office team understand the early out process and we recognize how important it is to "put a face with a name". We believe in partnering our Management Group and your business office. This personal relationship allows us all to understand present issues and quickly rectify challenges.

"MDS' reputation for excellent customer service paired with solid recovery rates are the reasons our Health System chose MDS as our extended business services partner for self pay collections."

- Executive Director, PFS
5 Hospital System

SYSTEM CONVERSION ~ A/R CLEAN-UP

Hospitals that are changing patient accounting systems or are experiencing backlogs within various Financial Classes may require the services of MDS to bring their A/R current, take the legacy system A/R burden off current staff, free up staff time to focus on new system training, and allow you to begin on a new system, with a clean database.

SYSTEM CONVERSION ASSISTANCE

MDS can manage and optimize cash recoveries for insurance and self pay accounts receivables while the internal staff converts to the new system being implemented. When the hospital's Accounts Receivables is not converted to the new system, cash flow and patient satisfaction are maintained by MDS, while you focus efforts on a successful system conversion.

A/R INSURANCE RECOVERY SERVICES

Designed to assist the healthcare provider with management of accounts receivable, these programs can be on an on-going basis, and an integral part of business services, or a onetime "clean-up" project...depending on your needs and requirements.

AGED RECEIVABLES CLEAN-UP

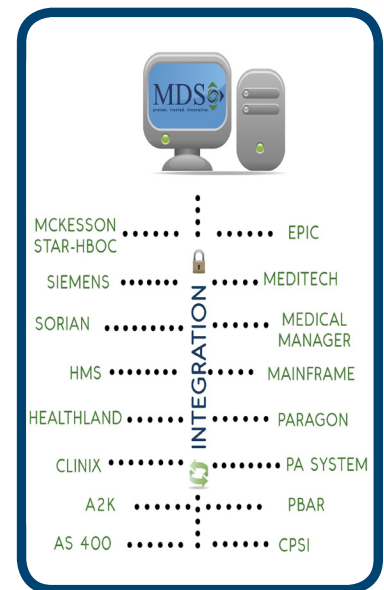
Backlogs can occur for a number of reasons, from staff turnover, insurance conversions or to simply a surge in volumes. MDS specializes in clearing it up and getting you back on track. Sorting through and identifying all accounts that need attention. We re-bill payers, appeal denials, make direct contacts and recommend litigation where appropriate.

EXPERTISE

A few advantages to being a veteran of revenue cycle management solutions is having multi-system experience. Tenured client base/references, extensive A/R clean-up experience, and a history of quality customer service and patient sensitive recoveries, defines MDS as a partner in business.

OUR SYSTEM

Our **proprietary collection software system** allows us the flexibility to customize our interface capabilities to meet the various needs of our clientele. As hospitals continue to transition to newer and improved systems, MDS is there to assist without system limitations. We proactively monitor the performance level and services that we provide to our clients. MDS employs full time programmers that customize processes to work with/around your legacy systems.



THE DIFFERENCE

We are focused on minimizing cash flow interruptions and maintaining the relationship with the community you serve.

PRIMARY & SECONDARY COLLECTIONS

PROVEN LEADER

MDS has almost 30 years of experience in the collection industry and has successfully collected additional revenue for our clients that otherwise would not have been recovered. Knowledge gained from our experience assisted in the development of our unique counseling approach. Patients are treated with courtesy and we consistently demonstrate our consideration for their healthcare and financial concerns. Additionally, MDS produces nearly a 30% rate of collectible insurance finds on self-pay collections.

TECHNOLOGY

Our proprietary software system provides exceptional flexibility to integrate with all forms of hospital patient accounting systems.

"MDS has proven to be an invaluable partner...over the last 3 years, they have increased our cash collections by over \$1.6 million, which our primary agencies were unable to collect."

- Regional Director, PFS and Admitting
1,587 bed Non-profit System

OUR PROMISE

Our entire operation has a commitment to quality and performance that is unsurpassed by our competitors. We pride ourselves on the ability to change rapidly to meet each of our client's needs while maintaining exemplary patient satisfaction. Client Services Managers, with a

"The implementation and transition was seamless not only to our facility, but to our patients. We were able to transition our bad debt recovery operations in less than a month. The process was so streamlined and painless, it has transformed the way in which we handle data transfer with vendors within our revenue cycle. We have used lessons learned from this experience to standardize file transfers and set expectations for future implementations!"

- Director of PFS, 197 Bed Hospital

required PFS leadership employment background, visit our clients on-site at regular intervals. We understand that the healthcare experience does not end with the physician – it is an entire cycle of excellence and fulfillment.

COMPLIANCE

High ethical standards and adherence to the laws and regulations governing the healthcare industry have been a requirement of our personnel since our inception. MDS staff trainers are certified by ACA International (ACA), formerly the American Collectors Association, and their role is to provide the highest levels of compliance and further study of guidelines for all applicable laws by our collectors.

**Recoveries hinge upon many variables such as age at placement, payer mix, demographic make-up of the region, patient contact information at placement, to name a few.



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