

Turn delinquent customers
to loyal, paid customers



...without doing any work!



Chances are, you don't have enough time to clean up your old accounts receivables.

So every day, your receivables keep piling up. Choking back your cash flow. Shrinking your bottom line.

What's worse, your workload keeps growing – leaving less time for collections.

That's why more businesses like yours rely on the NBF Group to clean up old receivables. Helping you catch up, increase your cash flow and take a much deserved breath!

Increase Your Cash Flow

Collecting on past due accounts takes hours of consistent follow up. NBF does all the work you don't have time to do. As a result, you:

- Slash the number of past due accounts
- Prevent bad debt
- Reduce days outstanding
- Continuously feed your cash flow

That's not all. We help cushion your bottom line by:

- Freeing your staff to focus on other critical business tasks
- Educating your customers to pay on time – boosting your long-term cash flow
- Preventing staff burnout
- Increasing your control with detailed monitoring and on-demand reporting
- Reducing internal administrative costs



Give Up the Work without Giving Up Control

We work like an extension of you. Managing each account with constant diligence and customer service.

To start, we:

- Research accounts in detail before contacting your customer
- Resubmit insurance claims
- Customize documentation and reports to your internal needs
- Treat your customers respectfully and sensitively
- Communicate closely with your internal staff
- Strive to secure full payment on all accounts – no matter the age

Because we specialize in cleaning up receivables, NBF continually invests in the latest technology to:

- Process and follow up timely on each customer's payment plans and collection efforts
- Evaluate your internal processes – reducing errors, increasing efficiencies, speeding up payments
- Customize contact strategy from number of letters sent to phone calls made
- Process payments quickly – so you generate accurate statements
- Access several HIPAA compliant databases to update patient information for faster collections

For added convenience, use our Client Access Web (CAW) to create custom reports right from your desk. Look up individual account progress, balance overviews, inventory reports and more.

If you want to increase your cash flow while reducing your workload, call for your complimentary outsourcing consultation today: (800) 845-5392 Or visit www.TheNBFGroup.com

See how NBF works more for you. Please turn the page »



Dedicated to Your Success

"I gave (NBF) accounts without documents, no information or claims for files. Some were very old. NBF cleaned up these accounts with flying colors. They provide the same service I'm used to giving my clients. And collected on everything we used them for."

Denise Howell, Office Manager, Tahoe Forest Women's Center

"The staff (at NBF) is always helpful, efficient and courteous. They will go beyond the call of duty to make sure we are serviced to our expectations no matter how small or large the need is."

Steve Mims, Administrator, Professional Billing Systems, Inc.

"The NBF team has been associated with us since 1986. They are courteous, professional and result-oriented when it comes to the very difficult task of collecting healthcare related billings. We associate with entities that can get results. NBF meets this very difficult challenge."

Eddy D. Davis, Chief Financial Officer, Humboldt General Hospital

Success Starts With Our People

"I enjoy being a Collections Analyst with NBF because debtors still thank me for helping them in whatever their situation may be. NBF is like a close-knit family, loyal to employees, strong work ethic and always teaches great values."

Jennifer Wade, employee since 2002

"I just celebrated my 31st anniversary with NBF. I am proud and blessed to be part of this company. The long tenure says it all."

Ana Martinez, employee since 1977

"I especially enjoy the personal one on one interaction that our company brings to our client base and everyone involved. I feel valued, sharing 30 years of medical accounts receivable management knowledge."

Dennis L. Kempf, employee since 1998

Preserving Your Customer Relationships

How you handle past due accounts can either ruin your customer relationship or strengthen their loyalty. That's why we never use recorded scripts, automatic attendants, or off-shore calling.

Instead, our Service Analysts personally contact each of your customers. Sensitively educating them on past due bills and collecting payments.

The entire process is absolutely seamless. Your customers call us using a dedicated telephone number. Our Analysts use your internal greetings and vocabulary. So your customers always feel they're talking to your office staff.

We're an extension of you. Our skilled Service Analysts:

- Negotiate payment plans in line with your office policies
- Resolve invoicing disputes
- Schedule consistent follow up calls
- Constantly monitor each account status
- Train customers in paying you timely – for a smoother long-term cash flow
- Alert you on accounts ready for collections

To secure maximum payments for you, our Service Analysts:

- Train daily to overcome objections and uncover customer revenue sources
- Health Insurance Portability and Accountability Act (HIPAA) compliant
- Maintain updated knowledge of the latest billing and collections protocol

Free Yourself from the Drudgery of Collecting on Receivables

Which accounts are choking back your cash flow? The ones over 90 days? Over 120 days? The haunting pile you don't have time to tackle?

No problem, we'll take care of them.

We help on specific projects or on an ongoing basis. So you can focus on managing current accounts. And spend time on other critical office tasks.



Trusted since 1960, our clients span industries including: hospitals, doctors, clinics, supermarket chains, retailers, medical groups and urgent cares and ambulance providers.

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