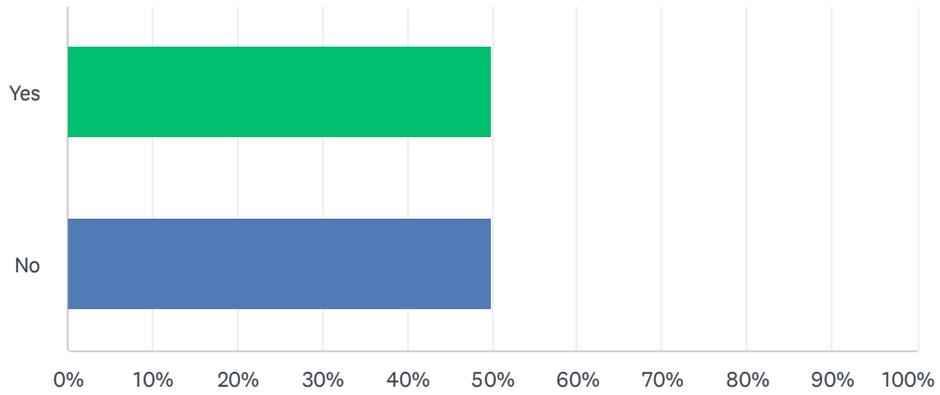


Q1 Does your practice currently send accounts receivable (AR) to a collection agency?

Answered: 12 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	50.00%	6
No	50.00%	6
TOTAL		12

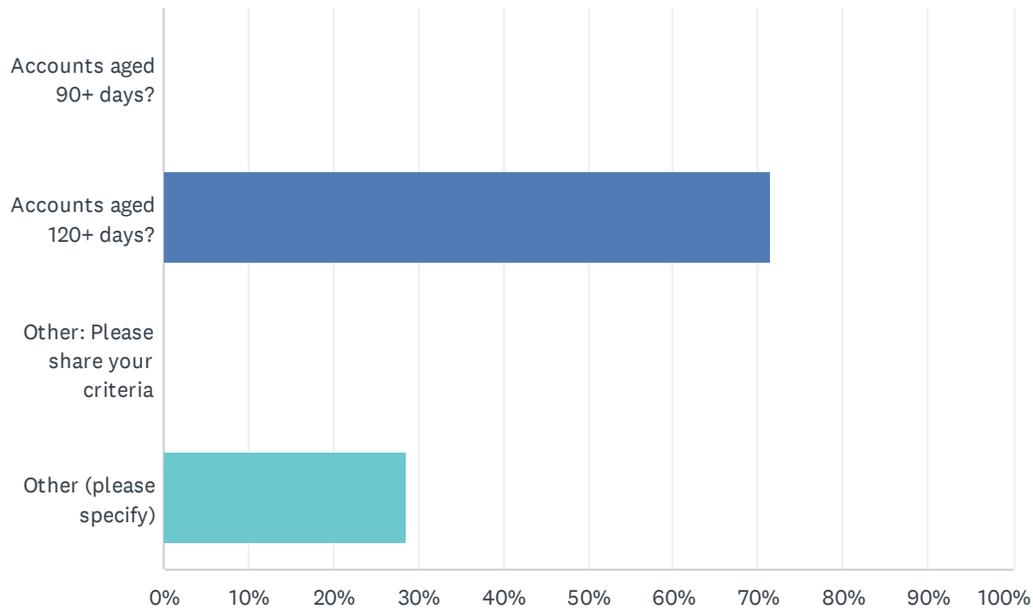
Q2 If yes, what is your practice name and the name of the Collection Agency?

Answered: 6 Skipped: 6

#	RESPONSES	DATE
1	Dunwoody Pediatrics Universal Collections	2/4/2025 7:14 AM
2	We have established an in house agency with our regular collectors that get a cut of the money collected.	2/3/2025 6:41 PM
3	Frost Arnett	2/3/2025 4:12 PM
4	Revenue Cycle Associates Inc	2/3/2025 3:45 PM
5	Dawson Pediatrics / Transworld	2/3/2025 3:35 PM
6	North Atlanta Pediatrics PDQ Collections	2/3/2025 3:30 PM

Q3 What is your criteria for sending accounts to collections?

Answered: 7 Skipped: 5

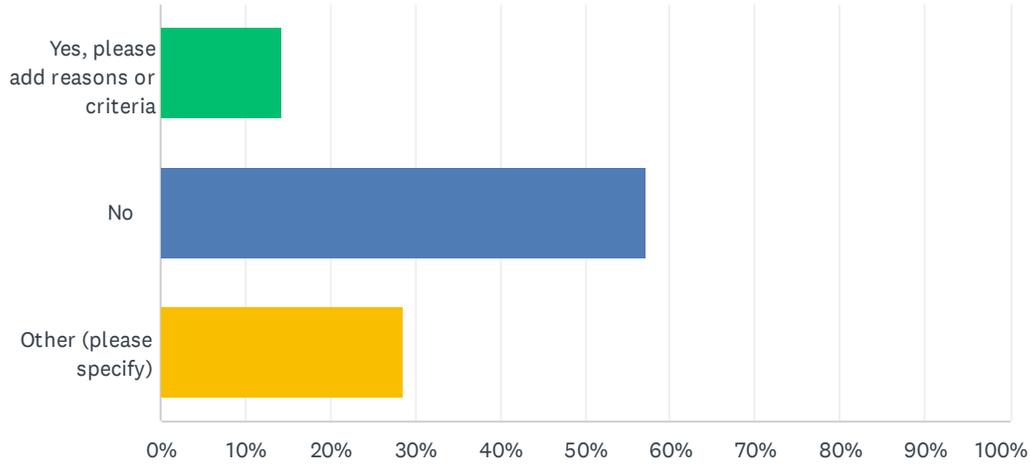


ANSWER CHOICES	RESPONSES
Accounts aged 90+ days?	0.00% 0
Accounts aged 120+ days?	71.43% 5
Other: Please share your criteria	0.00% 0
Other (please specify)	28.57% 2
TOTAL	7

#	OTHER (PLEASE SPECIFY)	DATE
1	We send Accounts worked beyond 120 that were offered payment plans and options but still unpaid balances. Once sent to collections the patient is also dismissed due to unpaid balance.	2/3/2025 4:12 PM
2	Patients are dismissed if sent to collections so MD approves	2/3/2025 3:30 PM

Q4 Does your practice exclude any patients from the AR list sent to collections?

Answered: 7 Skipped: 5



ANSWER CHOICES	RESPONSES
Yes, please add reasons or criteria	14.29% 1
No	57.14% 4
Other (please specify)	28.57% 2
TOTAL	7

#	OTHER (PLEASE SPECIFY)	DATE
1	small balances (less than \$10) are not sent	2/3/2025 3:45 PM
2	We exclude anything under 25.00	2/3/2025 3:35 PM

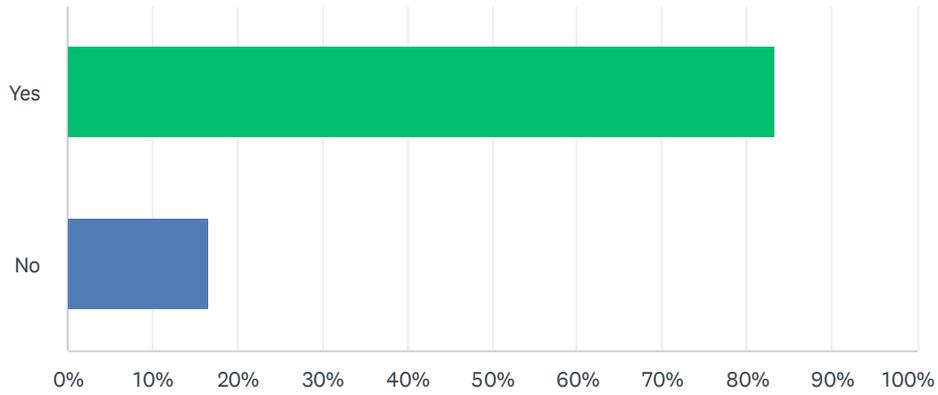
Q5 What is the percentage of AR typically recovered through the collections agency?

Answered: 5 Skipped: 7

#	RESPONSES	DATE
1	90%	2/4/2025 7:14 AM
2	very small	2/3/2025 6:41 PM
3	unsure exactly but very small percentage	2/3/2025 4:12 PM
4	N/A	2/3/2025 3:33 PM
5	We don't send a lot of patients so this is difficult to answer	2/3/2025 3:30 PM

Q6 Does the collections agency provide reports or analytics on their performance?

Answered: 6 Skipped: 6



ANSWER CHOICES	RESPONSES	
Yes	83.33%	5
No	16.67%	1
TOTAL		6

Q7 How do you handle patient disputes once the account has been placed with collections?

Answered: 7 Skipped: 5

#	RESPONSES	DATE
1	Research	2/4/2025 7:14 AM
2	Goes up the ranks to Business Office Mgr then Practice Administrator then provider if needed	2/3/2025 6:41 PM
3	If they pay the balance that has been adjusted and sent to collections we will accept them back as patients.	2/3/2025 4:12 PM
4	We defer to the agency. they have already had 4 to 6 months to settle the account	2/3/2025 3:45 PM
5	We can always bring back in house if there is a dispute.	2/3/2025 3:35 PM
6	Discussion with the PA and Business Office Manager	2/3/2025 3:33 PM
7	Through the collection agency	2/3/2025 3:30 PM

Q8 Are there alternative methods or strategies your practice uses to manage overdue AR prior to sending out to collections?

Answered: 6 Skipped: 6

#	RESPONSES	DATE
1	Yes	2/4/2025 7:14 AM
2	we call and send letters	2/3/2025 6:41 PM
3	We offer payment plans/options.	2/3/2025 4:12 PM
4	we offer payment plans	2/3/2025 3:45 PM
5	Offer payment plans	2/3/2025 3:33 PM
6	budget plans and payment plans	2/3/2025 3:30 PM