



FROST-ARNETT

“ We have worked with Frost-Arnett for over 12 years. They have provided top-notch assistance on finding payment solutions for our outstanding balances and continue to offer their expertise with outstanding communication.”

— Medical group in TN

Patient Payment Solutions Since 1893

Transforming the payment journey for both providers and patients



Early-Out

Increase collections with fewer resources

- Ensure patients are treated with dignity and respect
- Eliminate the burden of payment collections
- Remove administrative tasks for your team
- Multi-channel communication with patients (24/7 pay site, statements, texts, emails, calls)



Bad Debt

Higher than average recovery

- *Money back guarantee*
- Top 1% of agencies nationwide
- Licensed in 50 states



Patient Access

- Customer Services
- Scheduling and Verification
- Preregistration and Pre-Arrival Collections
- Financial Assistance/Charity Applications

Fast Facts

- 132 years in business
- 100% healthcare
- 2K clients in 50 states
- Proud to serve health systems, acute care, surgery centers, behavioral health, multi-specialty physician organizations, and more
- Bilingual representatives
 - all languages available
- 96% client retention rate



AR Follow-Up

Eliminate personnel issues while collecting more

- Exception work queues increase efficiency
- Automated claim status identifies trouble claims
- Identify leakage areas to prevent further denials
- Increase cash flow predictability
 - AR Recovery
 - Denial Recovery
 - Payment Variance Recovery
 - Pre/Post Conversion AR work downs
 - Automated Claim Status
 - Special Engagements

Many Revenue Cycle Management (RCM) partners offer the basics: letters, phone calls, text, email, and other digital engagement. We also provide this—and with so much more. The Frost-Arnett difference can be found in our three core business philosophies:



Superior Recovery Results

Driven by our extensive training program, including decades of collective knowledge to new team members along with our use of business intelligence, enhanced analytics, technology, and outreach efforts.



Patient Communication

Our highly-trained representatives understand that the best outcomes occur when we focus on both account resolution and protecting your patient-provider relationships.



A True Partnership

Our sole purpose is to give every client the support and attention they deserve—we know that only through their success will we achieve our success.

Technology

Frost-Arnett hasn't existed for 132 years without change. We continually invest in the future of our clients by further incorporating machine learning and introducing AI into our processes so we can drive desired results. Some of our technologies:

- **AI-enhanced workflows**
- **Proprietary scoring algorithms**
- **Automated claim status**
- **Denial management software**
- **Best time to call/text data**
- **Best phone number data**
- **Whitelist assurance**
- **Patient payment portal**
- **Statement by text**
- **Pay by text**
- **Unattended voicemail drops**



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