

NHC



National HealthCare

An uncomplicated solution that is as professional as you are.

Your medical office team members are experts at time management and problem solving.

When the issue of delinquent accounts comes up, you need an effective, low maintenance solution that can match the professionalism and relationship skills of your team.





Our Values



Thank you for taking time to learn about National HealthCare. Our company was founded in 2004. Today we manage delinquent accounts for over 500 healthcare clients and have collected almost \$20 million in past-due balances. When we started the business, early

experiences taught us the importance of strongly aligning our service model with our core values.

We took a step back and instead of just building great systems and processes, we dedicated ourselves to building a great team.

We focused on recruiting, hiring and training individuals who could embrace our core values of Respect, Dignity, Empathy and Teamwork.

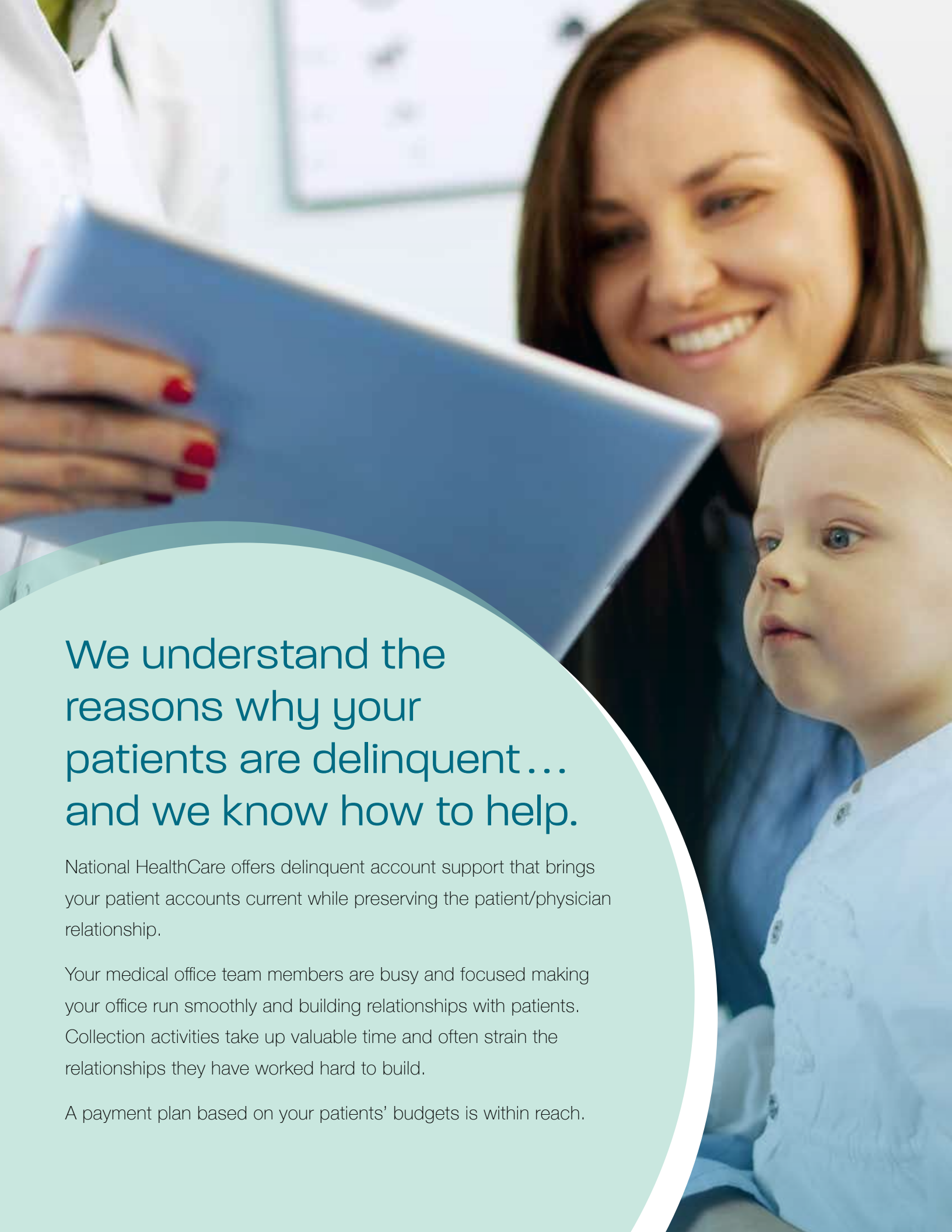
As a result, each of our team members has a combination of healthcare collection experience and a strong connection to the culture of our organization.

It would be a privilege to serve your practice. We would be honored to meet your team and share our knowledge and expertise with them.

Sincerely,

A handwritten signature in black ink, appearing to read "Paul S. Rymer". The signature is fluid and cursive, with a large initial "P" and "R".

Paul S. Rymer
President, National HealthCare



We understand the reasons why your patients are delinquent... and we know how to help.

National HealthCare offers delinquent account support that brings your patient accounts current while preserving the patient/physician relationship.

Your medical office team members are busy and focused making your office run smoothly and building relationships with patients. Collection activities take up valuable time and often strain the relationships they have worked hard to build.

A payment plan based on your patients' budgets is within reach.



The NHC Solution

Your busy office staff can get back to taking care of patients.

The NHC solution combines results with peace of mind. Our agents are trained to understand why your patients are delinquent and to develop personalized solutions. We conduct appropriate research, correspond with your patients and develop a payment option that fits their needs and brings accounts current.



NHC Testimonial

“My practice has been in alliance with NHC and I can tell you my experience with them has been extremely successful. We have recouped \$50,000 in revenue.

The team at NHC is dedicated to preserving the relationship you already have with your patients, while providing a personal touch that lets your patients know they are valued, even though they may be going through a rough patch that’s preventing them from staying current on their account. NHC works with the patient to establish payment structure and doesn’t use any strong-arm tactics.

It’s my pleasure to highly recommend NHC, and I encourage you to partner with them in maintaining the integrity of your patient base, while keeping your delinquencies in check.”

—Dr. Kerry Gelb



Client Access Web™ Reporting Tool

NHC provides exceptional reporting access to our clients. Our Client Access Web™ tool delivers performance reports on a daily basis. Clients can check on the collection status of accounts and:

- Edit account data—easily update patient information such as new address or phone number
- Post payments made in your office on NHC accounts for instant status update

FDCPA & HIPAA Compliant

NHC understands and complies with FDCPA and HIPAA standards. NHC employs a Compliancy Officer and has studied both regulations in order to take appropriate action to comply in conjunction with assisting our customers’ compliance efforts.



National HealthCare

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