

ACCOUNTS RECEIVABLES PROCESS MADE SIMPLER, FASTER, MORE TRUSTWORTHY.

FRUSTRATIONS OF PROCESSING PAYMENTS

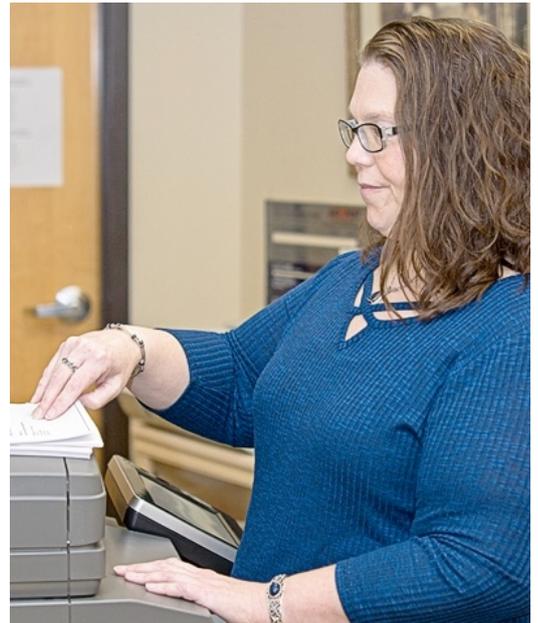
As the Administrator of an Ear, Nose, and Throat clinic in Olympia, WA, Katie Kreider 's job is to manage the office and administrative staff, keeping daily operations running smoothly. While their clinic offers a very positive employee environment, like many medical clinics they have always run lean, which means that sometimes the workload can be quite daunting.

In 2015 management asked their CPA to perform an audit to identify processes that could be improved. Katie felt there was room for improving efficiency and was also concerned that her staff was not protected by separation of duties, making the staff vulnerable to mistakes. As part of the audit, their CPA's recommendations included improving their processes for accounts receivables, banking, and payment posting. With Katie's intuition confirmed by the CPA, she set about exploring options to improve their accounts receivables processes.

Roni Allardin, the Senior Billing Specialist, was frustrated. She spent up to two hours every day processing mail and checks. These menial tasks prevented her from following up on outstanding patient accounts and other problem AR areas. The clinic received the majority of their insurance payments electronically but continued to receive a ton of mail, mostly comprised of patient checks. Roni scanned all the checks and payments to make them easier to find when needed, but this ate up more of her time and she was often interrupted during this task.

CAUTION – TOO GOOD TO BE TRUE?

Not long after the audit, Katie met a representative of SIS NW Inc. at a healthcare networking event. She learned that SIS NW offered a bank-agnostic Lockbox Service specifically for medical practices and it offered much more than a typical bank lockbox. She was curious and wanted to learn more. She arranged to take a tour of their payment processing facility, which she later described to others as "Fort Knox"! She was quickly convinced that their services were the answer to her concerns and her CPA's recommendations.



Roni used to spend an hour or two a day every day just scanning in new mail, which was often disrupted by other daily pressures, such as a request to use that copier machine by a nurse, or a phone call. And then Roni needed time to catch up to where she left off.

She learned that SIS NW's service offered:

- Thoroughly vetted employees specializing in the handling of check payments
- Segregation of duties with quality control measures each step of the way
- State-of-the-art software to automate the deposit process and add additional quality assurance
- Easy visibility for her staff
- Daily same-day deposits
- Affordable rates

While Katie was ready to move forward, Roni expressed reluctance about the impending change. She knew the risk of making mistakes and she wondered about relying on an outside company for processing their checks. It felt too good to be true. But Roni agreed to test the service for accuracy, speed, and general customer service. Within a couple of months, both of them realized that they could truly trust SIS NW's services.



Today cash is in the bank quicker, and the staff is freed up to focus on receivables aging, inquiries, and trouble shooting.

NOW STAFF CAN STAY FOCUSED ON THE CORE MISSION.

Since 2015, ENT Associates has used SIS NW's Lockbox Services. Both Roni and Katie are especially happy that the days of disrupted, day-to-day headaches are over. Opening mail, depositing checks, scanning documents, and sorting out denial letters and requests for patient records from payments are all a thing of the past. Their checks are deposited into their bank account faster, improving cash flow and reducing outstanding receivables. The lockbox service has allowed them to focus on other important tasks needing more attention and on providing better service to their patients.

"I fully trust SIS NW with handling all of our checks. Their facility is like a Fort Knox of check processing! I would recommend their affordable Lockbox Services to any medical office. Our medical office has used SIS NW for over three years and they have proven themselves as a highly reliable, extended part of our administrative team."

***Katie Kreider, Administrator
ENT Associates SW, Olympia WA***