

Revenue recovery through a better patient experience.

Harris & Harris is among the leading accounts receivable recovery solution providers in the nation, with a comprehensive business unit dedicated to the healthcare industry. Using a collaborative approach and advanced proven processes, Harris & Harris has been outperforming competitors for over 50 years.



REVENUE CYCLE SPECIALISTS FOR HEALTHCARE

EARLY-OUT SERVICES

Reduce your internal caseload and improve performance with transparent first-party collection services focused solely on bettering the patient experience at all points of contact

EXTENDED BUSINESS OFFICE

As a true extension of your team, our customized solution will meet the KPI benchmarks unique to your system's business objectives while ensuring patient satisfaction is a top priority

BAD DEBT RECOVERY

Fostering patient relationships using their preferred communication channels ensures accounts are effectively handled and we exceed performance goals for our clients

COMPLEX CLAIMS

Unparalleled customer service and advanced claims management tools, combined with our tenured leadership team of attorneys and RCM experts, maximizes recoveries and decreases AR days

ADVANCED HEALTHCARE SCORING & ANALYTICS

Utilizing robust patient demographics and account segmentation, our state-of-the-art machine learning tools are significantly increasing recovery rates for our healthcare clients

WHY HARRIS & HARRIS?

- Over 50 years in account receivable management
- Sophisticated analytics, enabling the most efficient collection approach
- PCI compliant for secure credit card payment processing
- Strict adherence to FDCPA, TCPA, HIPAA, IRS Section 501(r), CFPB Reg F Rules, National Consumer Assistance Plan, and all companion state collection laws
- Complete transparency, including call recording for quality control
- In-house attorneys and paralegals to manage compliance and litigation processes

ADVANCED TECHNOLOGIES TO OBTAIN OPTIMAL RESULTS

ANALYTICS FOR EVERYONE



Our dedicated analytics department focuses on providing our clients with meaningful data that is easy to see and understand



Our new robust dashboard platform provides a custom reporting experience



Partnership enhancing tools that provide valuable insights into patient account data

QUALITY FROM THE GROUND UP

For us, providing an excellent service starts with managing and measuring every part of our process to ensure satisfaction and detect any errors. Some of the quality assurance tools and methods used at Harris & Harris include:

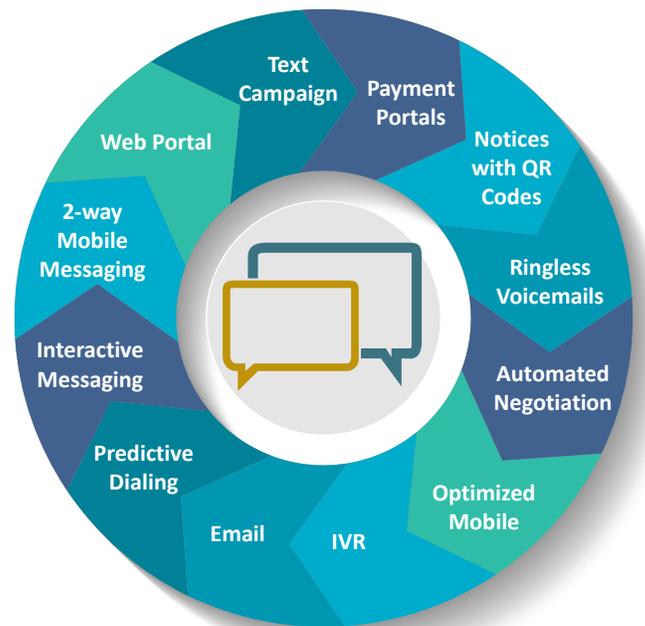
- Data Loss Prevention
- Video Capturing
- Activity Reporting
- Audio Recordings
- Account Stamping
- Post Call Surveys
- Error Tracking
- Call Auditing
- Caller Scorecards



PATIENT COMMUNICATION AND PAYMENT CHANNELS

Fostering patient relationships is one of our core principles. We believe in a collaborative approach to solving patient problems and tailoring the conversation to their individual circumstance. Since each patient's road-map and potential outcome is different, we customize communication methods for each of them. Harris & Harris utilizes advanced scoring models and machine learning tools to determine communication strategies. In a recent case study, we saw a **35%** increase in collections over a three month period using dynamic scoring & segmentation modeling.

New generation mobile payment and communication channels, alongside traditional telephony technology, provide patients a variety of ways to reach us or simply manage their account on their own.



THE HARRIS & HARRIS GUARANTEE

We guarantee the dignity and respect of each patient above anything else because effective communication, collaboration and a concierge-level approach will always result in positive outcomes.