



DO YOUR RECEIVABLES NEED A BOOST?



National Patient Account Services (NPAS) is a wholly owned subsidiary of HCA Healthcare that is recognized as one of the nation’s largest providers of early-out collection services in the hospital, surgery center, and outpatient center industry. Established in 1980, NPAS now serves over 230 hospitals in 30 states providing the highest netback possible for our clients. With more than \$6 billion in annual placements and over 600 highly trained professionals, NPAS has been recognized for three consecutive years running as a “Best Places to Work” in our communities, while providing award-winning customer service to hospital patients and guarantors. In addition, Inside-ARM has named NPAS as the *#1 Best Places to Work* in the collection industry for large companies.

HCA implemented a Champion-Challenge process where NPAS would compete in head-to-head competition with an external agency to perform early out collections in a controlled test environment. HCA felt this process would confirm whether the best process was in place internally to handle the biggest portion of their business – private pay accounts, by ultimately showing which agency produced the most collections with the lowest costs.

What is a Champion - Challenge?

A process in which National Patient Account Services competes in head-to-head competition with an external agency to perform early out collections in a controlled test environment.

Periodically, HCA conducts a search for reputable agencies as the Challenger based on the firm’s size, reputation, technological acumen and references. Self pay and Copay/Deductible accounts are divided between each party on an alpha split of the patient’s last name. Both NPAS and the selected Challenger are required to report monthly collection

results in order to verify that the accounts being worked by both parties are similar in characteristics. Indicators such as number of accounts, average balance size and average age of the accounts along with collections amounts and percentages are used to track results from both parties. The champion challenge process runs a minimum of a twelve month period and attached are the results.



To discover how NPAS’ expertise can seamlessly fit into your revenue cycle strategy

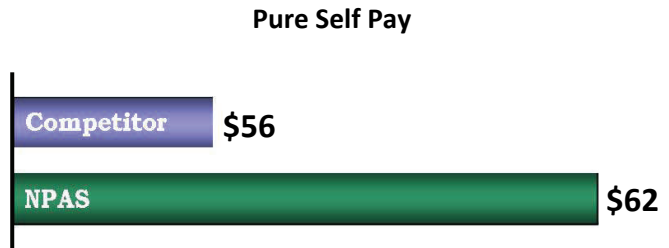
go to www.npasweb.com or call 866-882-3582.

NPAS Champion Challenge Results

Net Back per Account

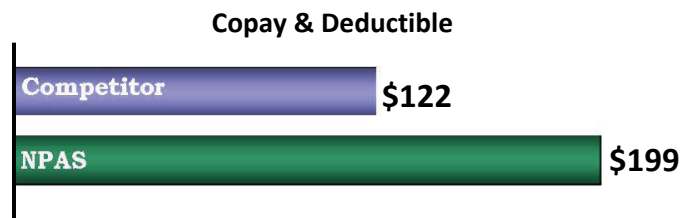
Total Pure Self Pay:

- NPAS Net Back per Account - \$62 compared to \$56 for the competitor.
- NPAS Avg. Age of Accounts – 78 days compared to 71 days for the competitor.
- NPAS Avg. Placement Amt - \$3,157 compared to \$3,017 for the competitor.



Total Copay & Deductible:

- NPAS Net Back per Account - \$199 compared to \$122 for the competitor.
- NPAS Avg. Age of Accounts – 84 days compared to 79 days for the competitor.
- NPAS Avg. Placement Amt - \$619 compared to \$610 for the competitor.



Total Private Pay:

- NPAS Net Back per Account - \$163 compared to \$118 for the competitor.
- NPAS Avg. Age of Accounts – 83 days compared to 77 days for the competitor.
- NPAS Avg. Placement Amt – \$1,206 compared to \$1,210 for the competitor.



NPAS outperformed the competitor on Net Back per Account by 38% for all Private Pay accounts, Copay and Deductible only and Pure Self Pay only accounts. For Pure Self Pay, NPAS closed out accounts faster than the competitor while normally working with accounts that are older and had higher balances. By the 3rd quarter the requesting competitor notified HCA that they would no longer be able to handle their accounts and all accounts previously placed with the competitor were recalled and placed with NPAS.

In addition, if NPAS had worked all of the competitor business, HCA would have seen \$35.1 million in cash collected. Assuming that this \$35.1 million in uncollected cash was collected by a primary collection agency at a much higher rate, HCA would have realized a total of \$3.07 million in cost savings for the last 2 years.