

# Collector University

~presents~

## “Advanced Patient Account Collecting”

~The program past attendees call, “Excellent! Probably the best seminar I have attended!”~

**Collector University** is dedicated to teaching medical professionals how to collect more of their hard earned money - especially from the most difficult patients – **without violating collection regulations**. Whether you have been collecting for two months or twelve years, **CU** seminars can help you add to your practice’s bottom line.

### Our Guarantee:

We **guarantee** that, through our proven techniques, you will gain the confidence necessary to collect more money from your patients – or you **receive a full refund**.

### Seminar Overview

**By the end of our seminar, you will learn:**

- 1) How to confidently remove excuses & overcome objections from patients.
- 2) Phoning techniques, such as:
  - How to prioritize collection of accounts beyond age and size, and the best times and days to make the calls.
  - When you may call.
  - To whom you can speak.
  - What message you can leave.
- 3) The strategies and regulations of handling old accounts:
  - Tolling the statute of limitations as per state law and credit bureau.
- 4) Collection tools & safeguards against payment discrepancies, such as:
  - Process of collections: when to start and stop calling/mailing.
  - How to evaluate your billing notices.
  - How to set up an in-office financial policy that improves cash flow.
  - Effective payment arrangements.
- 5) How to choose the collection agency that is right for your practice.

### The Speaker

**Anthony F. Carabello** is an experienced, professional speaker who has specialized in medical collections for 15 years. Aside from various speaking engagements for individual hospitals and medical groups, Anthony has been a guest speaker for the *Keystone/Philadelphia chapters of AAHAM*, the *American Academy of Professional Coders*, NJ and PA chapters of *PAHCOM*, the *PA Society of Medical Assistants*, the *Ohio Association of Ambulatory Surgery Centers*, the *Beaver Chapter of Medical Assistants*, the *Berks County Chamber of Commerce*, the *Financial Planners Association*, the *Medical Society of Virginia*, *Valley Gastro.*, and *Tri-Valley Health*. Public seminars sponsored by

healthcare vendors are held four to six times a year. Mr. Carabello has also done volunteer speaking at local high schools on the topic of building good credit.

Mr. Carabello is the CEO of a medical collection agency, *Berks Credit & Collections, Inc.*, which he founded in 1989. Currently, this third party collection agency successfully provides a variety of collection services to over 4,000 providers in the medical community. Additionally, Mr. Carabello is CEO of *PCS Outsourcing Group*, created as an extended business office for medical clients to provide early out solutions. Mr. Carabello is also the president of *Preferred Choice, LTD.*, which, from 1998-2004, has created 20 limited partnerships and purchased \$500 million in charged-off bad debt portfolios, such as telecommunications, bankcard, consumer loan, medical, and utilities.

Over the years, Mr. Carabello has been asked to assist many clients in handling challenging situations with patients. Through his seminars, he lends his expertise and insight to audience members, tailoring content to their needs with role-playing and Q&A. Mr. Carabello's goal is to see practitioners *decrease aged receivables and collect more money in-office, starting with the very next call.*

## Testimonials

**For the past five years, Anthony Carabello has traveled throughout the Mid-Atlantic region hosting seminars and doing in-house consulting. Former attendees have stated the following about the Collector University Seminar:**

**"Tony was engaging and interactive. His scenarios were familiar, which kept me interested and eager for his solutions."** – *Michelle, Susquehanna, PA*

**"I learned a lot of very helpful and interesting (collections) techniques!"** -*Fairfield, OH*

**"Excellent! Probably the best seminar I have attended."** - *Monroeville, PA*

**"Very motivational. He enables you to want to make a collection call."** -*Ohio Association of Ambulatory Surgery Centers*

**"I left wanting more time to talk with him!"** -*Ohio Association of Ambulatory Surgery Centers*

**"If you are new to collections or have previous experience, it helps you become a better collector. I think this seminar could be useful for our management staff."**  
-*Columbus, OH*

**"Very good, helpful information. I will recommend this (seminar) to others."**  
-*Hershey, PA*

Contact Jessica Umlauf, Seminar Coordinator, for scheduling or more information:

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