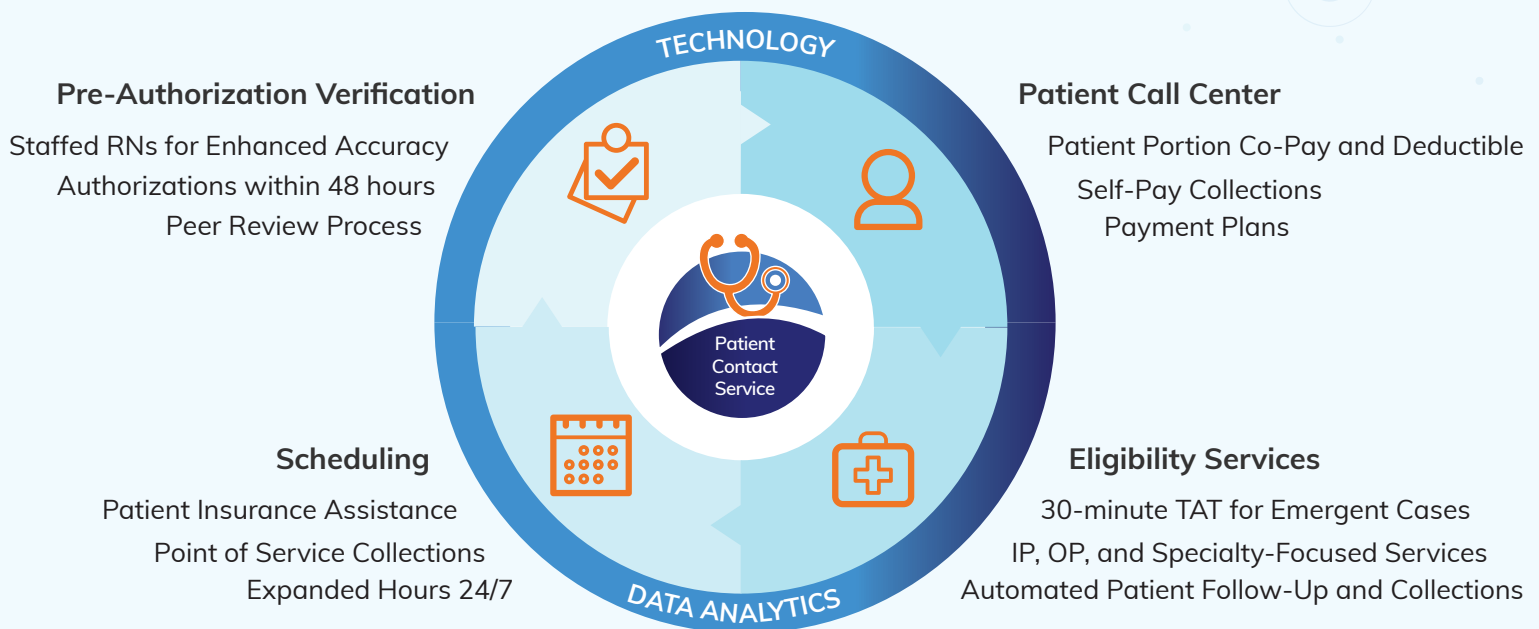


Patient Contact Services

GeBBS Healthcare Solutions provides an exceptional patient experience with a team of highly skilled customer-service professionals. We utilize technology enabled services to guide and support patients through the end-to-end process of scheduling, eligibility verification, pre-authorization, and self-pay collections.



Benefits of GeBBS' Enhanced Patient Contact Services:

- ✓ **Self-Pay and Patient Portion Collections**
 - Digital Messaging Campaigns (Dialer and Text)
 - Increased Collections ~20%
 - Decreased Bad Debt Placements ~40%
- ✓ **Regulatory and Compliance Security Certifications**
 - TCPA (Telephone Consumer Protection Act) Compliant
 - FDCPA (Fair Debt Collection Practices Act) Adherence
 - PCI DSS (Payment Card Industry Data Security Standard) Certification
- ✓ **Inbound and Outbound Patient Services Call Center**
 - Dedicated Service Centers
 - Scalable Workforce- 10,000+ Calls per Day
 - Call Recording Technology
 - Abandon Rate <2%
 - ASA (Average Speed of Answer) <5 Seconds
 - Propensity to Pay Analytics
 - Patient Friendly Statements
 - Automated Payment Options