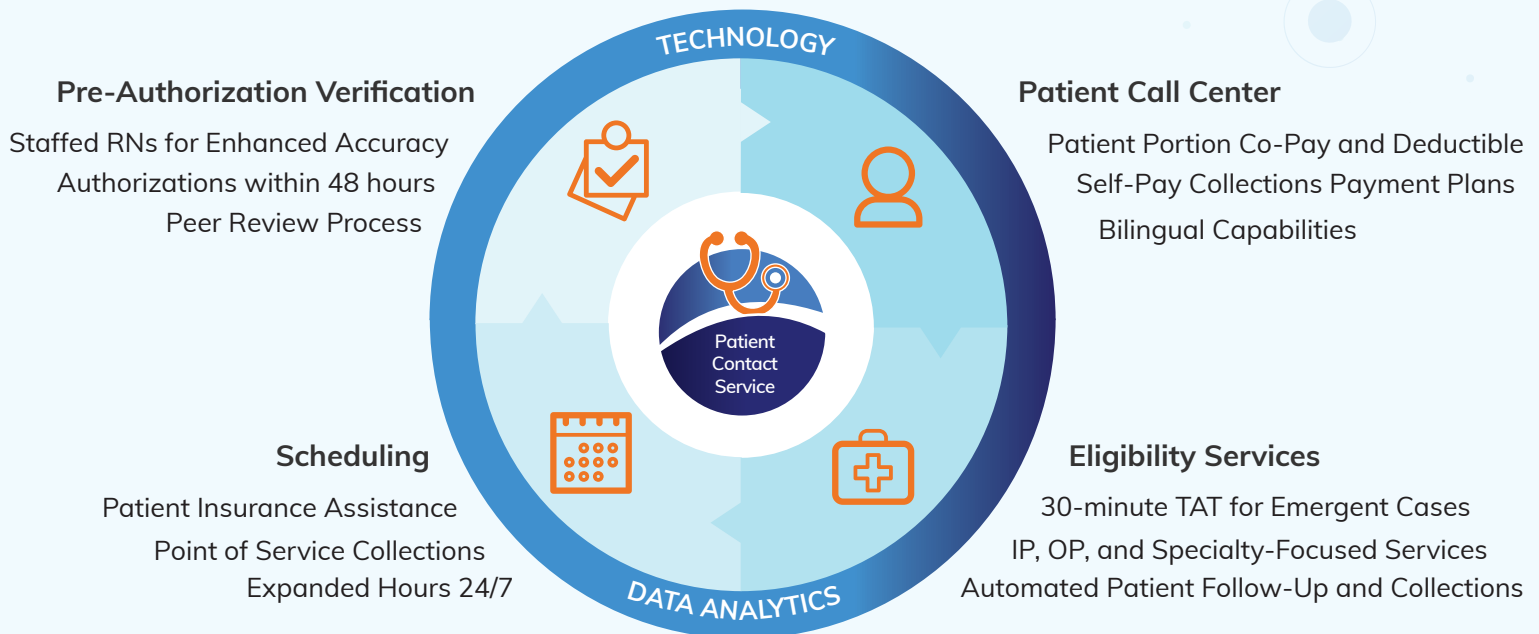


## Patient Contact Services

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