HFMA'S PEER REVIEW SUMMARY

# Professional Credit Healthcare Collection Service

by Professional Credit Service

MARCH 2025

hfma™

# HFMA PEER REVIEW SUMMARY

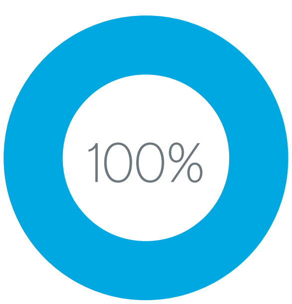
The Healthcare Financial Management Association's Peer Review program is designed to help healthcare executives identify high-quality products and services based on ability to demonstrate value, effectiveness, and ease of use among other key purchasing criteria. The program consists of a rigorous 11-step, high-level screening process by a peer review panel consisting of current customers, prospects who have not made a purchase, and expert HFMA Peer Review board members.

What follows is a summary of results from an initial HFMA Peer Review Survey. In developing this objective evaluation, HFMA surveyed current customers, prospective customers who had not purchased or made a decision to purchase the particular product or service, and selected peer review panelists who had participated in a demonstration or presentation on the product or service. The survey of 20 industry executives and users was completed in February 2025.

The purpose of this summary report is to provide those undergoing HFMA Peer Review withinsight into what is required to meet market need, product or service strengths and opportunities, and performance trends. HFMA will monitor each product's and service's performance to verify its ongoing ability to meet HFMA's strict Peer Review criteria.

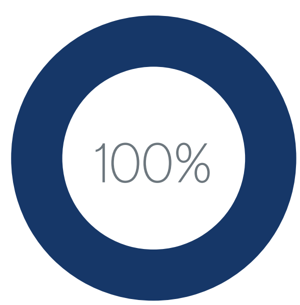
## RESEARCH FINDINGS AT A GLANCE

The following key findings were identified by HFMA researchers:




"agree" or "strongly agree" that they would recommend the service to colleagues

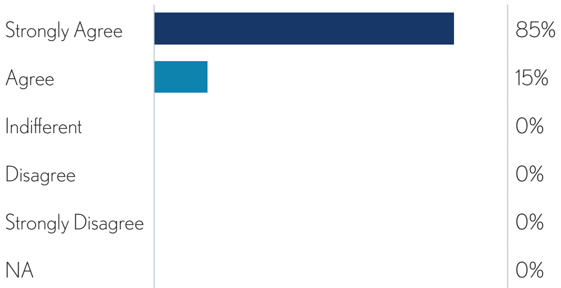

"agree" or "strongly agree" that the service satisfies a need in the industry




"agree" or "strongly agree" that the service provides a good value

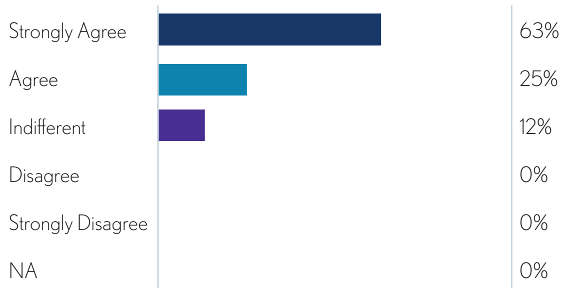
Participants provided comments on a variety of criteria. The information below depicts performance on six core areas: willingness to recommend to colleagues, ability to satisfy industry need, ability to meet expectations, ability to exceed expectations, ease of use, and value.

### WOULD RECOMMEND
I would recommend this service to my colleagues.



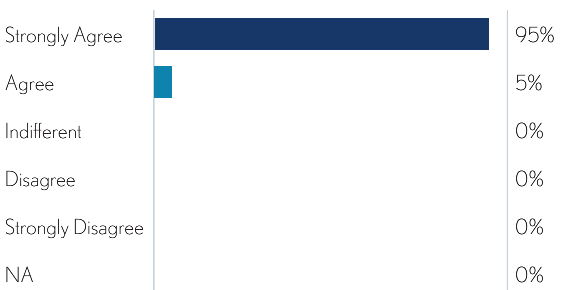

MEAN SCORE = **4.85**

### EXCEEDS EXPECTATIONS
The service exceeded expectations.




MEAN SCORE = **4.50**

### SATISFIES INDUSTRY NEED
The service satisfies a need in the healthcare industry.

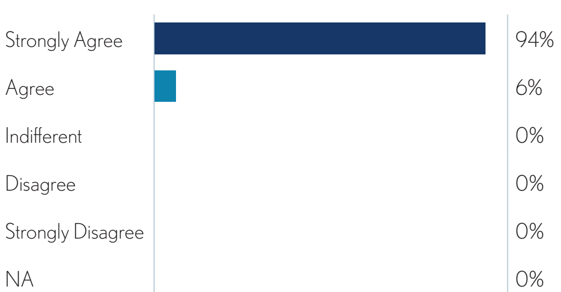



MEAN SCORE = **4.95**

### EASY TO USE
The service is easy to use.

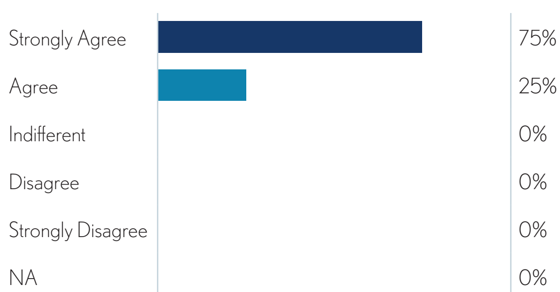

MEAN SCORE = **4.90**

### MEETS EXPECTATIONS
The service met expectations.




MEAN SCORE = **4.94**

### VALUE
The service represents good value for the cost.




MEAN SCORE = **4.75**

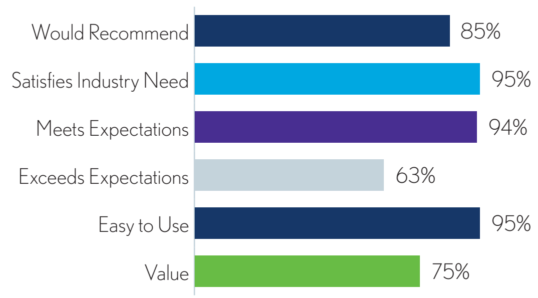
In addition to identifying performance strengths and opportunities in the six core areas, HFMA researchers examined core area performance compared with that of high- and low-performing peers, as well as trending over time. The following charts present highlights of key trends.

PEER PERFORMANCE COMPARISON BY QUARTILE
Comparison of highest and lowest quartile performers for "would recommend" and "exceeds expectations" criteria

| Would Recommend to Colleagues | |
|---|---|
| Highest Quartile | 77% |
| Professional Credit Healthcare Collection Service | 85% |
| Lowest Quartile | 45% |

| Exceeded Expectations | |
|---|---|
| Highest Quartile | 62% |
| Professional Credit Healthcare Collection Service | 63% |
| Lowest Quartile | 16% |

SERVICE ATTRIBUTES Participants who "strongly agree" regarding service's performance in the core areas



HFMA encouraged survey respondents to provide comments relating to purchase behavior. The following is a highlight of some of the most notable comments provided by participants in key areas.

## INDUSTRY NEED/SATISFACTION

### Was there a specific need your organization was experiencing that caused you to purchase/consider this service?

- Of 15 respondents, 15 (100%) said yes and 0 (0%) said no.

### How well did the service satisfy your need? Please explain.

- The service purchased has exceeded our expectations. The customer service provided is outstanding.
- I am very pleased with the recovery percentage on our bad debt accounts. They have also offered additional services such as probate filing, Medicaid scrubs, etc that have helped us recover even more funds without the need to hire additional FTE's
- Fully meets our needs and compliant with state requirements.
- They have been great, we needed good customer service as we had fielded complaints about our prior agency. We rarely receive complaints for this entity.
- Professional Credit was able to handle our bad debt and are very easy to work with. The Client Tool web portal is nice to remove or add notes as needed to patient accounts.
- Very well, all health systems use 3rd party collection agencies.
- It is satisfactory to the need of company.
- It satisfactorily filled the need.
- I have worked with Professional Credit Services for 18 years, and as I have grown in my role in the PNW, I have continued to utilize them for healthcare collections and early out services. In my current role, I pushed to have them vetted against other agencies, and their price breaks by volume and percentages charged were best in market.
- Professional Credit Services (PCS) has been a good partner since 2017, recovering bad debt. We rarely receive complaints from debtors, and the recoveries have been helpful in the organization fulfilling its mission.
- The company is very versatile and able to meet the needs of how we want our patients communicated to. They provide great patient facing technology that takes that life off of us as a healthcare system.
- It satisfies the need to recover outstanding debts from patients who have not paid their bills, thus contributing to our cash flow.

## SATISFACTION

### How well does the service satisfy or not satisfy a need in the healthcare industry? Please explain. (Prospective/Non-Purchasers and Peer Review Panelists)

- This company has a very solid knowledge base in healthcare and understands the regulatory requirements.
- Providers need the assistance with communicating with patients and following up on open balances. The services provided help take this burden off the provider.
- Presentation was well done and overall the company seems to have all the bases covered. Very impressive.
- Meets the needs for Providers to be able to assure they are collecting all that is due them and still maintain high levels of patient satisfaction.

## PURCHASE DRIVERS

### Please list the three most important features of the service.

- Trust, Partnership, Knowledgeable
- Technology, Communication, Service
- Easy to use portal, No patient complaints about collection tactics, Very responsive team
- Efficiency, Accuracy, Ease of accessing data
- Service delivery, Reporting, Customer Service/Response
- Customer service, Ease of use, Effective collection rates
- AI generated assistance, Client tool, Monthly calls
- Portal access, Strong partnership, Accurate invoicing
- Ease of use of the website, Quick response to inquires, Up to date reporting on accounts
- Patient contact, Revenue recovery, Collection process overview
- Customer service, Time to collect and overall dollars collected, Compliance in all states that we operate
- Bad debt recovery, Few patient complaints, Easy to use
- Patient facing technology, Adaptability to meet our needs, Professional leaders who will step in when needed
- Customer service, Customer service, Customer service
- Compassionate customer service, Collection success, Reporting
- Reporting options are great, Communication is top notch, Staff do a great job with patients
- Sophisticated client portal and virtually complaint free, Require their staff to be HFMA certified, Tech Stack, Multi Engagement Particularly the AI
- Client Portal to analyze and review results, Patient centered staff to assure strong customer satisfaction, Powerful use of AI technology

## VALUE

### Can you quantify the value of the service (e.g., money saved, money earned, time saved)?

- Of 13 respondents, 5 (38%) said yes and 8 (62%) said no.

### Please explain how you quantify the value of the service:

- Collections on bad debt accounts.
- Previously, we were handling all collections in house with no special training. We were able to take this off of our current staff which was much appreciated. Our collections with Professional Credit was absolutely worth contracted this task out.
- The value of the service is quantified by the amount of collections compared to the value of the placements.

## IMPROVEMENT OPPORTUNITIES

### Please list any improvements you feel the service needs.

- More frequent reconciliation between the clinic and the vendor. This falls just as much to the clinic/hospital as it does the vendor to see that it is done regularly.
- Waiting for the recent update (January 20th).

## BARRIERS

### Why did your company decide not to purchase this service?

- We selected a vendor that better fit our goals and needs
- We did choose to go another direction but not due to anything negative about the company. We were just drawn a bit more to another potential partner.

## ADDITIONAL COMMENTS

- We have been longstanding clients of Professional Credit and they have consistently throughout time provided outstanding performance in collections. They are flexible and stay on top of legislation that impacts our service area.
- Typically, Professional credit predicts necessary improvements and implements them ahead of a need arising.
- The responsiveness of this team is fabulous. I always feel like I am their only customer and they do anything I ask. They are also great at offering things to help engage our staff in the art of collecting as well.
- Appreciate responsiveness to customer inquiries and managing requests timely.
- Only that I appreciate their collaboration, timely insights regarding legislation, and out of the box solutions to meet our growing and very dynamic market.

## THE SHORT LIST

The SHORT LIST is a list of products and services that have earned the distinguished Peer Review designation. HFMA research that incorporates user evaluation is core to ensuring the SHORT LIST continues to be a leading industry resource for making smart purchasing decisions.

***hfma.org/peerreview***

hfma™
healthcare financial management association

ABOUT HFMA

With more than 126,000 members, the Healthcare Financial Management Association (HFMA) is the nation's premier membership organization for healthcare finance leaders. HFMA builds and supports coalitions with other healthcare associations and industry groups to achieve consensus on solutions for the challenges the U.S. healthcare system faces today. Working with a broad cross-section of stakeholders, HFMA identifies gaps throughout the healthcare delivery system and bridges them through the establishment and sharing of knowledge and best practices. It helps healthcare stakeholders achieve optimal results by creating and providing education, analysis, and practical tools and solutions. HFMA's mission is to lead the financial management of health care. For more information on HFMA's Peer Review, call (866) 970-PEER or visit hfma.org/peerreview.

***hfma.org/peerreview***

**For additional information about the peer review surveying process and results, please contact:**

SANDY NEUENKIRCHEN
Peer Review Manager
Healthcare Financial Management Association
708.492.3380
sneuenkirchen@hfma.org