We Are Windham.

+ 35+ Years of Experience
+ 4 U.S. Based Call Centers
+ 51 Million Calls Annually

Windham℠ PROFESSIONALS

Windham Professionals is...

A family owned accounts receivable management and customer care company that's making it easier for healthcare companies to tackle their specific business and retention challenges. We enhance the member experience across your entire life-cycle with custom-built, HIPAA-compliant contact center and recovery solutions.

We've been growing for more than 35 years, and some of our employees and clients have been with us for over 30 of them. That kind of retention is a powerful testament to our experience and a corporate culture where we treat everyone like family, including you, your members, and their providers.

What We Do:

- Enhance the efficiency and profitability of member and provider interactions
- Deliver positive, compliant collections experiences that educate members and build relationships
- Improve group and member satisfaction and retention
- Resolve business challenges and improve communications with members and providers
- Increase recovery of overpayments, delinquencies, and billing statement errors
- Uncover root causes of reoccurring friction across your lifecycle
- Reduce costs and shorten repayment cycles
- Protect your brand's image and reputation

Where You Can Find Us:

+ Salem, N.H. (Headquarters)
+ Hendersonville, T.N.
+ Las Vegas, N.V.
+ Elma, N.Y.

Let's chat.
(877) 682-4843
sales@windhampros.com

Helping Healthcare Companies Reduce Costs and Retain Members

Our accounts receivable management solutions balance effective recovery skills with the highest quality service and compliance possible. We don't just collect. We educate and consult with members, groups and providers so they fully understand their statements and financial obligations. Then we help them find their most appropriate repayment options.

We can help you resolve:

- Member and provider overpayments
- Member deductibles
- Group and member premium recovery
- Pharmacy retroactive benefits
- Coordination of benefits

It's All About You

Windham gives our clients the same relationship-based experience they want for their members. We offer individualized, focused attention centered on resolving the business and retention challenges specific to you.

All of our solutions emphasize:

- Customized workflows built around your initial needs and goals and designed to evolve over time based on changing needs.
- Client-specific training tailored to include knowledge of your company, health plans, and culture for consistent and efficient service.
- Heightened compliance management system that touches and monitors each part of our process, from account-level audits to call monitoring and voice analytics.
- Advanced, flexible technology that scales to portfolio sizes and service needs.
- Secure connectivity to be able to work directly from your system when needed.
- Omni-channel options to make it easier and more convenient for members to ask questions and resolve issues.
- Scalability forecasting to accurately determine staffing needs.

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