

# We Are Windham.

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



## Windham Professionals is...

A family owned revenue cycle and accounts receivable company that's making it easier for healthcare companies to tackle their specific business and retention challenges. From early out to charged off hospital and physician billing and insurance for follow up, we enhance the patient experience across your entire revenue cycle with custom-built, HIPAA-compliant patient contact and revenue cycle 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 and your patients.

## What We Do:

- ✓ Enhance the efficiency and profitability of patient interactions
- ✓ Deliver positive patient experiences that delight, educate, and build relationships
- ✓ Resolve business challenges and improve communications with patients
- ✓ Uncover root causes of reoccurring friction across your revenue cycle
- ✓ Become the behind-the-scenes extension of your internal staff
- ✓ Reduce costs and shorten days of A/R and increase cash
- ✓ Reduce wait and handle times
- ✓ Protect your hospital's and physicians' images and reputations

## 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](mailto:sales@windhampros.com)

# Helping Healthcare Companies Delight and Retain Patients

Our patient-first approach increases patient satisfaction and operational efficiency. We consult with patients to understand their individual needs to help them find the most appropriate payment plans, along with demographic updates and insurance discovery services for them. We learn about your health systems' processes and culture to deliver seamless patient experiences. All of our services are compliance-focused and based on best practices.

## We handle both inbound and outbound calls for:

- + Repayment options
- + EOB inquiries
- + Medical record requests
- + Charity care eligibility
- + Coordination of benefits
- + Enrollment verifications
- + Payer questions and follow up
- + Updated account information
- + Claims inquiries and routing

## It's All About You

- ✔ Customized work-flows 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 healthcare system and the communities you serve.
- ✔ Heightened compliance management system that touches and monitors each part of our revenue cycle process, from account-level audits to call monitoring and voice analytics to systems testing.
- ✔ Advanced, flexible technology that scales to healthcare system sizes and service needs.
- ✔ Secure connectivity to be able to work directly from your system.
- ✔ Omni-channel options to make it easier and more convenient for patients to ask questions and resolve issues.
- ✔ Scalability forecasting to accurately determine staffing needs for year-round or seasonal/peak help.

[windhampros.com](http://windhampros.com)



Let's chat.  
(877) 682-4843  
[sales@windhampros.com](mailto:sales@windhampros.com)