

Lower Collection Fees

MaxCollect – Our fees are considerably lower than the competition. MaxCollect charges as little as possible and when utilized properly by the client, our fee can be FREE. By charging less, the client will submit more accounts earlier in the collection process, when they are eminently more collectable, which gives the client a higher rate of collection. More money is collected at a quicker rate and at a lower cost.

Competition – Collection Agencies charge on average, 33% to 50%, for each collection. They need to charge as much as possible just to make a profit. As a result, the client has a tendency to wait too long before taking action on the debt. The longer the debt is outstanding, the less chance the client has to recovering his/her money causing a loss of profit and a loss of cost.

MaxCollect v Competition – Our fees are lower than the client's in-house cost of collections. The client will save time and money, and increase his/her collection rate, by employing MaxCollect in the early stages of an Accounts Receivable problem. The client can better utilize his/her staff in a more productive/profitable way and will be able to keep part or all of his/her profit.

Higher Rate of Collection

MaxCollect – Our system is automated; it uses one process –regardless of account size. It collects the small debts through persistence and the larger debts through Attorney impact.

Competition – Collection Agencies pick the debts they want to work. You can usually see them working the large debts enthusiastically, the medium debts indifferently and the small debts poorly, if at all.

MaxCollect v Competition – The average debt a client submits to a Collection Agency is around \$200.00 to \$500.00. Collection Agencies rarely give these debts more than a passing effort to collect them. MaxCollect will work every debt equally therefore, the client has a much better chance of collecting his/her money. Our persistence wears down the debtor's resistance.

Consistent/Documented Process

MaxCollect – Our system is consistent every step of the way. We go after all debts large or small with the same process.

Competition – Collection Agencies are obligated, by law, to notify the debtor that they represent the client. From that point, the client has no way of knowing what the Collection Agency is doing, if anything.

MaxCollect v Competition – With a consistent and well-documented process, the client has the best opportunity to get positive results from his/her collection process.

Control of the Collection Process

MaxCollect – Our system starts out by contacting the debtor under the client’s name. We direct the patient to make restitution with the client directly. The initial soft approach helps the client keep a good relationship with the patient because it doesn’t make them feel as if they are in a collection process.

Competition – The patient receives written notification from the Collection Agency, with little or no warning. Once the client turns his/her patient over to the agency, he/she loses all control of the process. The patient is often treated harshly sometimes resulting in treatment that is unprofessional. In turn, the client loses a patient that would have been salvageable.

MaxCollect v Competition – The client’s staff are the best people to negotiate a settlement with the patient. We give them complete control over the process. They can start and stop the process at any time and will be more apt to treat the patient with proper respect. Unlike the Collection Agency approach, the client’s staff is better able to maintain the patient relationship.

Payments Made Directly to the Client

MaxCollect –The patient is told to pay the client directly, thereby speeding up the client’s cash flow. MaxCollect is never sitting on the client’s money. He/She has complete control of his/her own money.

Competition – Collection Agencies receive funds directly from the debtor. Most agencies deposit funds into a trust account, and then sit on them for months before finally paying the clients their share. It’s hard for clients to figure out how much money actually gets recovered, and it’s uncertain when they will receive any of it.

MaxCollect v Competition – The client should always be the first one to know when they are paid and should always maintain complete control over his/her own money. With a Collection Agency, the client doesn’t know for at least two months if the money has been collected.

Added Delinquency Fees

MaxCollect – The client can add a delinquent fee to any outstanding balance, if he/she prefers. Therefore when the delinquent bill is paid the client keeps the fee to lower the total collection cost. The client has total control on how much to add for delinquent charges and has the discretion to waive the fee as well.

Competition – Collection Agencies often charge the debtor extra fees and interest, yet most do not share any of these fees with the client. Interest is often calculated from the first day of the debt. The agency rarely negotiates that fee with the debtor. Furthermore, the client has no control nor knows the amount added to the outstanding balance.

MaxCollect v Competition – Many times, the client will keep the delinquent fee thus lowering his/her collection costs. This fee gives the client leverage to better negotiate with the delinquent patient. This could lead to payment resolutions, payment plans or simply, more to the bottom-line.

Complete Legal Process

MaxCollect – We utilize every LEGAL means available to collect a debt, in a systemized and timely manner. Our process starts with a soft approach. We contact the debtor in writing four times. We make phone calls to the debtor for every debt placed for collection, no matter the size of the debt. The client's Attorney makes three written attempts to collect the bill and also makes phone calls if the written demands do not work. At that point the debtor's information will be sent to the Credit Bureau, if the client desires. If these actions don't work, the Attorney will, at the client's request, litigate where appropriate.

Competition – Collection Agencies send out a letter or two, depending upon the amount of the debt. They may make a phone call if the debt is large enough. They may eventually send larger accounts out for litigation, but this is not done often because they lose most of their commission when the Attorney's office takes over.

MaxCollect v Competition – Our systematic approach is designed to recover maximum dollars by employing every LEGAL collection tool available in a timely fashion. The system incorporates Attorney contacts, which are more professional and effective. Because of the simplicity of the system and the legal protection it offers the client, there is no reason for the client to not submit the debt early, when it is eminently more collectable, and he/she is more likely to get his/her money from the patient.

24/7 Control of the Account

MaxCollect – All debt submitted to us can be seen on-line by the client's office 24-hours a day. The client will always know where the patient is in our debt recovery system.

Competition – Collection Agencies take control of the account. You have very limited ability to check on the account to know where it is in the collection process or if it has been collected.

MaxCollect v Competition – It is very important to know where you are with your money. If you are going to pay a fee for a collection service, you should always know exactly what you're getting for your money. At MaxCollect, the client knows the fees, stages of collection and the final outcome.

Attorney on Retainer

MaxCollect – As part of our enrollment fee, the client gets an Attorney on retainer to handle his/her collection needs. This agreement allows the client to receive full legal help in the appropriate time to collect his/her money.

Competition – Collection Agencies hold the debt for an undetermined length of time. The longer they hold it, the less likely they are to turn it out for litigation and the less likely an Attorney will be able to collect the debt. If and when a Collection Agency returns the debt to the client as "uncollectable", the client will be on his/her own to try to find an Attorney who will handle the problem.

MaxCollect v Competition – MaxCollect's complete process consistently goes after the debt in a thoroughly professional and completely legal manner. If the debtor does not respond to the series of letters and phone calls, the retained Attorney will take over the process. It is always the client's decision to litigate, but you will always be in a position of strength if he/she chooses to do so.

Losing the Debtor as a Patient

MaxCollect – The system sends out a series of written letters with the client's name and contact information on them, and a phone contact from the client's office to whom the debtor is asked to pay directly. Nowhere in the process does the patient know they are in the beginnings of a collection process.

Competition – Collection Agencies, by law, must send the client's patient a letter that they are representing him/her. As soon as the debtor gets this letter, you have most likely lost the debtor as a patient.

MaxCollect v Competition – The MaxCollect system never lets the patient know they are in a collection process. We give the client the opportunity to engage the patient to collect the debt, set up a payment plan or give leniency of the debt. If the patient doesn't respond, the system will, in a timely fashion, and at the client's request, place them into collections.