

CMD Outsourcing Solutions is a highly specialized call center that drives revenue growth and improves customer relations for healthcare providers throughout the United States. Our collaborative, strategic approach complements your patient liability processes with outbound calls to patients or guarantors, improving your self-pay cash flow. In addition, since our approach incorporates “fee for service pricing” – not contingency – your institution can utilize a more cost-effective approach.

Because most providers are proficient in managing their patient liability revenue cycles, CMD advises clients not to outsource their entire billing cycle at a premium. Instead, we recommend adding our single efficient solution, right where you need it most – outbound calls. Our call center expertise enables us to resolve accounts and facilitate payments faster, as well as identify errors and omissions earlier in the billing cycle. As a result, patient relationships improve while you resolve patient liability accounts.

Incorporated in 1999, CMD is an independent, privately held company based in the Baltimore/Washington region, within close proximity to one of the country’s most educated, highly skilled and qualified working populations.

Call CMD Outsourcing Solutions at (888) 817-7575 for an initial consultation.

To read what other healthcare providers have said about us, please visit the testimonials section of our web site at www.cmdhsi.com.

Self-Pay Follow-up

Positive Relationships with Patients



The Best Choice for Resolving Patient Liability Accounts

There's no reason to outsource your entire billing cycle to a collection agency at a premium. Your healthcare organization has always had the capabilities to send patient statements, receive inbound patient calls and post self-pay payments. The missing link in your patient liability revenue cycle is the call to patients or guarantors that reinforces your self-pay cash flow. CMD can provide this critical function – in many cases preventing the need to turn over the account to a collection agency.

Ours is a collaborative, strategic approach to improving your cash flow. We partner with you from a managerial standpoint to determine when and where our services will have the greatest impact. Unlike collection agency callers, our highly skilled representatives are trained to communicate with your patients and guarantors with a friendly customer-service approach. Also unlike collection agencies, we charge a flat fee per account, resulting in a lower overall cost.

CMD supports your billing cycle with patient-sensitive account resolution when you need it most – before accounts are at risk. Don't lose your accounts to collection agencies when it can be prevented. We provide a better, cost-effective solution for resolving patient liability accounts than "A-to-Z" collection agencies.

Connections Translate to Results

- Increase Self-Pay Cash Revenue
- Reduce Bad Debt Write-Off
- 'Fee-for-Service' model
- Reduce Collection Agency Fees
- Improve Customer Satisfaction
- Improve your ROI

How We're Different

The CMD Solution:

- Mail patient statements and letters
In-house
- Receive and post payments
In-house
- Receive and handle inbound calls
In-house
- Make outbound calls for self-pay follow up
Resolved by CMD

Better Results at a Lower Cost

The Collection Agency Solution:

- Collection agency mails statements at a high cost (contingency fee)
- Collection agency receives payments
- Collection agency handles inbound calls
- Collection agency makes outbound calls

Higher Cost – No Better Result

Visit www.cmdhsi.com to learn more, or call CMD Outsourcing Solutions at (888) 817-7575 for an initial consultation.

Connect with your Patients!