



Case Study

Medical Collections Agency Doubles Revenue with VoApps

Challenge

Finance System, Inc., based in Richmond, Indiana, is a 3rd party debt collection agency for medical providers.

With the mantra of “Start turning bad debt into revenue,” the company sought to improve its debt collections practices and overall collections rate by contacting more potential payers in a shorter amount of time. Its collections agents were spending too much time dialing individuals and listening to endless greetings.

Finance System wanted to be able to reach payers more efficiently, while also increasing the number of call-backs it received, with the goal of collecting more revenue for its clients.

Solution

The collection agency deployed VoApps’ DirectDrop Voicemail Service to deliver compliant voicemails directly to payers without calling their phones. A simple file transfer to the DirectDrop Voicemail platform enabled Finance System to reach all of their consumers in a timely manner. Moreover, by eliminating outbound dialing tasks, agents were freed up to handle the increase in inbound calls from payers looking for resolution.

Given the current regulatory environment surrounding the unsolicited calling of mobile phones, DirectDrop was critical in order to remain compliant.

Success

Finance System’s call center has experienced unprecedented inbound traffic. Inbound calls increased by nearly 400% in a short period of time, leading to a doubling of the company’s overall collections revenue.

To learn how VoApps can help your agency, or to schedule a demo, contact VoApps today at **855.737.1596** or **sales@voapps.com**.

Company

Finance System, Inc.

Industry

**Medical
Collections**

Problems

- Reaching payers in a timely manner
- Queue penetration

Solution

- VoApps DirectDrop Voicemail Service

Results

- 400% increase in inbound calls
- 100% increase in collections

“ I thought we might need to carry collectors out on stretchers the first time we used VoApps a year ago. Now our call center explodes every time we do a DirectDrop delivery.”

Chris Coleman
SVP & Chief Strategy
Officer, Finance System, Inc.