

USCB America Case Study

USCB America Leverages Five9 to Transform Contact Center Operations and Deliver Positive Cash Flow for Clients



When account receivables leader, USCB America, looked for a new contact center solution, they wanted to insure efficiency and effectiveness in a proven setting. They found what they were looking for with Five9.



USCB America has over 350 employees working all stages of accounts receivable in California, making it one of the largest independent receivable and resource management companies in the state. USCB partners with clients to provide the highest level of both medical and financial receivable services.

Industry

- Collections
www.uscbamerica.com

Business Goals

- Implement a proven, flexible contact center platform
- Blend contact center with individual client operations
- Execute campaigns for successful receivable management

Business Results

- Successful receivable management campaigns for healthcare organizations
- Flexible contact center operations for use with agents or self-service
- Priority collection of call volume data in real-time

Founded in 1915, USCB America, formerly known as United States Credit Bureau, has a long-standing commitment to excellence. Their motto speaks volumes about their mission: "Transform your receivables into positive cash flow."

Recognized as one of California's most progressive and successful receivable management companies, USCB selected three vendors and challenged each to implement a trial in their contact centers. They required a highly flexible and reliable solution for inbound and outbound campaigns, as well as voice self-service. Five9 passed the test with this full-service specialist in assisting large healthcare organizations with every aspect of the revenue cycle.

USCB provides support for all stages of patient financial services. Typical services include insurance and workers' compensation billing and follow-up, managed care invoicing, and self-pay accounts receivable management. Through a state-of-the-art, fully staffed customer service center, USCB becomes an extended business office for their clients. The Five9 Virtual Contact Center enables USCB to blend operations seamlessly with its clients and accelerate revenue results.

Enabling Flexible Campaigns

According to USCB IT manager Pedro Guijarro, "We can execute multiple campaigns in several departments to optimize effectiveness for our clients. We review each call queue every day to prioritize the most important channel for revenue recovery." In addition to these collections campaigns, USCB provides customer call-in services for patients with hospital inquiries. This operation, coupled with management tools, can be performed as a self-service or augmented with agents. Several of their campaigns creatively use the Five9 Interactive Voice Response and voicemail capabilities to complete transactions without agent staff.

USCB's business depends on high productivity. Measuring that productivity is the lifeblood of the operation. Management reviews each campaign outcome every day and flexibly re-directs the next day's efforts to the highest priorities. Analyzing call volumes with Five9 tools, USCB management can make staffing changes if required. With the easy-to-use Five9 agent interface, training new people is quick. "At a moment's notice we can design and deploy new campaigns and report results immediately," says Guijarro.

As a provider of both medical and financial account services, USCB is committed to the highest standards of excellence. "We are proud of our long-standing partnership with a flagship California company, USCB. What they do affects patients and hospitals every day. Our highly robust and reliable platform aligns with their clients' needs and high standards," said Tom Schollmeyer, chief technical officer for Five9.

“We measure our productivity each day to gain bottom-line benefits for our clients.”

Pedro Gujjarro
IT Manager

Get More Information
Call 800.553.8159 or visit
www.Five9.com

Customized Account Programs

As an A/R specialist, USCB customizes various programs for the institutions it serves. These programs focus on maximum revenue recovery at the earliest stage possible. The contact center operation equipped with Five9 enables a seamless integration of USCB staff, resources, and experience with the specific policies and procedures of their individual clients. Improving financial performance with an array of programs—including self-pay precollections, charity screening, insurance follow-up, third-party liability support, and so on—USCB contact center staff optimizes performance. Five9 tools provide remote access to accounts, live monitoring capabilities, customized dispositions by agents, reporting capabilities, and much more. Accounts are handled professionally from start to finish.

USCB currently provides management services for any firm which extends credit. Their customers include hospitals, healthcare networks, financial institutions, government agencies, and more. With Five9 in its contact center portfolio, USCB looks forward to more on-demand campaigns for positive cash flow for many years to come.



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