



## Collection Tip of the Month

If you are working with a collection agency that does not pursue taking patients to court or you are choosing not to sue patients, your recovery rates are 30% lower than what they could be. Collection agencies would rather collect a debt via traditional in-house methods (over the phone or through the mail). Going to court can be a losing proposition for the collection agency if they don't screen the litigants prior to taking them to court. Traditionally, collection agencies front the court and legal fees that can run from \$300.00 to \$500.00. If the collection agency loses the case, they are out the upfront money and lawyer's fees. Therefore, some agencies don't offer litigation services to their clients. Just because you work with an agency that pursues litigation does not mean you have to sue every patient that they recommend. The agency should send you an approval form for you to sign prior to taking them to court. The agencies usually charge you a higher fee for taking someone to court. The higher fee is to cover the extra court costs, legal, and lawyer's fee. You get a little less than on a regular



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A stack of white documents with a CDAC logo on the top document. The logo consists of the letters "C", "D", and "A" in a stylized arrangement.

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collection, but it is better than what you have, which is nothing. Unfortunately, many of your patients have the ability to pay their

debts, but choose not to. The only way to get them to pay is taking them to court and getting a judgment to garnish their wages or working out a court mandated payment plan.

If you are a current client of CDA, this is a reminder that when we send you an Assignment of Account form (request to take a consumer to court) it is imperative that you respond quickly even if you choose not to take the consumer to court. Here's why....often times a consumer will have more than one debt in our office and we are allowed to group the debts together. We only have to have one court date when we group them versus several. We wait until all of the consumers Assignment of Accounts forms are returned to us for that consumer before we send to our lawyers. So if you delay getting the form back you are holding up our other clients' payments. If you choose not to agree to take a consumer to court, simply send the form back to us unsigned with a note saying you decline.

### **Associate Spotlight**

This month's associate spotlight is on Nancy Gutierrez. She has been in our Collections Department for a year. She is bilingual. She enjoys helping our Hispanic consumers resolve their financial issues. Nancy has two children that she enjoys spending time with when she is not at CDA.



### **How Can I Earn CEU's By Attending a CDA Seminar?**

Many of you belong to various professional medical office management associations and are looking for industry professionals to conduct a seminar at your local or state meetings. CDA is now offering a free seminar called "9 Red Hot Ingredients to Fire Up you're A/R Collections in Just 30 Minutes a Week?" for your medical or office managers association. We just conducted the seminar for the American Association of Professional Coders and they received 1.5 CEU's towards their professional certification for attending. Also, we were approved by the American Academy of Medical Administrators are allowing their members 1.5 CEU's for attending a live seminar or webinar.

You can view a short video on the seminar by going to <https://www.cdac.biz/spiceitup>

If you are interested in learning more about how you can bring our seminar to your association, please call Dave or Tony.

## **Thank You For Your Trust!!**

We are looking to help more clients like you. The greatest form of flattery is when one of our clients refers us to one of their colleagues. If you know someone that can benefit from our services, let us know and we will be glad to follow up.

## **Chef Dave's Kitchen**

### **Garlicky Grilled Shrimp**

1 Tbsp extra virgin olive oil  
1/4 cup minced onion  
8 garlic cloves, minced  
3 Tbsp dry white wine  
1 Tbsp fresh lime juice  
2 Tbsp chopped parsley  
1 lb. extra large shrimp shelled and deveined, tails left on  
Kosher salt and pepper  
2 Tbsp unsalted butter at room temperature  
Steamed rice for serving

Light a grill. In a bowl, mix the 1 Tbsp of olive oil with the onion, garlic, wine, lime juice and parsley. Season the shrimp with salt and pepper and add to bowl. Rub with marinade and let stand for 15 minutes. Thread the shrimp onto 4 skewers and rub the butter all over the shrimp. Oil the grate. Grill the shrimp over moderate heat, basting with the marinade and turning until just cooked through, 7 minutes. Serve with steamed rice.

All the best,

Tony Muscato, VP of Sales

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