

NEW BILLING SYSTEM PUT INTO PLACE AT LCHC: Statements outsourced to Avadyne Health

Lucas County Health Center and Humeston Medical Clinic are changing the handling process for patient statements with a goal of providing better customer service. This change will be effective as of July 1, 2011.

Statements for all services will now be outsourced to LCHC's trusted partner Avadyne Health, also known as Preferred Medical Deposit (PMD), an Iowa-based leader in hospital receivables management.

The new process involves accounts being sent to PMD immediately following insurance payment, and then PMD mailing a statement of the remaining balance due to the patients. By outsourcing to Avadyne, patients will see statements that are more user friendly and easier to read. Also, patients will be contacted by an Avadyne representative to ensure they understand their bill, answer any questions they may have, and help make payment plans more efficient.

Questions regarding this new process should be directed to Angie Shriver, Financial Counselor, or Mary Jo Fisher, Business Office Director, at 641.774.3000.