

QUE Financial Serviceware Technologies



QUE Financial provides its healthcare clients with management of current self-pay accounts receivable services. QUE was founded in 1988 and began as a one-man operation with a vision to manage self-pay accounts receivables in a whole new way – by maintaining the highest level of patient and business office satisfaction while utilizing a softer approach to accounts receivable. QUE Financial manages private pay portions of hospital and, other healthcare facilities, accounts. This entails several different services, such as management of pre-arranged payment plans, management of balances where there was no insurance and no pre-arranged payment plan, and management of balances after insurance.

QUE Financial provides services exclusively for the healthcare industry. QUE's clients are as varied as the patients they care for – the company services over 70 facilities in 15 states across the nation. And, like its clients, QUE is passionately committed to customer satisfaction. This attention to service has helped the group maintain long-term relationships with numerous healthcare facilities across the country; over half of QUE's clients have been outsourcing their self-pay accounts to them for at least five years.

Having the right technology to provide the best service for patient accounts is a key part of QUE's unique approach. When its existing dialer reached its 'end of life', the company began to look at replacement options. "Our system was effective for outbound calling only and we were looking to expand our capabilities into a blended environment. We also needed to be able to integrate any solution into our current infrastructure without too many other costs, namely replacing our aging Nortel® phone switch," explains Jere Burch, Vice President & Chief Operating Officer.

As a part of its research process, QUE put out an RFP and narrowed the field to two vendors, based on the responses. Noble Systems was one of the finalists. "We had demonstration meetings with both of the final vendors, and we selected the Noble solution. The attention from our Noble sales rep was a key factor in our decision. His willingness to answer our questions or find the answer if he didn't have it was crucial. He also took the time to understand our needs and our environment to be able to offer the best solution. The demonstration of the system was also very important," Burch says. "We also liked the fact that the Noble solution runs on a Linux server instead of a proprietary platform."

The integrated Noble suite also helps QUE meet another of its goals with the ability to manage inbound contact blending. The group's customer service representatives can work on outbound contacts to assist customers with the health care accounts while also receiving inbound calls on those same accounts. The Noble solution integrates with the Nortel switch, and tracks all agent activity. Burch states, "Our hopes in choosing a new solution also included being able to integrate and track all outbound as well as inbound calls. Until Noble, we had no way to track inbound call volume. With the new information we hoped to gain from any new solution, we planned to be able to better manage our workforce."

Summary:

QUE Financial provides accounts receivable and customer service programs for the healthcare industry. The company offers a unique approach to patient self-pay accounts and is focused on customer satisfaction. QUE selected the *Noble Solution* to replace its outdated dialer, gaining an integrated solution that is helping to improve the productivity and management of QUE's workforce.

Industry | Healthcare Collections & Customer Service

Applications | Patient Account Management & Customer Service

Solutions | Outbound Predictive Dialing, Inbound Call Blending, Call Recording, Script Development, IVR, PBX Integration, IBM DB2 Database Interface, Live Monitoring, Real-time Management & Reporting

Seats | 37

Noble also gives QUE integrated tools for advanced call management. The *Dynamic Campaign Builder (DCB)* provides a toolset for developing custom scripts and agent desktops. The *Interactive Voice Response (IVR)* system is used for inbound calls to offer patients a menu of options. Calls are routed to representatives based on the caller's input, for more efficient call handling. QUE also uses the *Digital Recording System (DRS)*. "We record every phone call," observes Burch. "The digital files have helped us with quality assurance. They have made it easier to determine training needs and to provide coaching for our representatives."

The Noble platform is built with an open database that allows QUE to share information with its existing, internal database application. The database is an important part of the company's PayCare™ program for managing patient accounts and receivables as well as giving QUE's clients access to measure performance. Using a batch process, the Noble database exchanges information with the proprietary IBM DB2® application each night. This upload and download of files is performed automatically, without requiring direct intervention.

To implement the new solution, Noble Systems assigned a project team to work with QUE for hardware installation, software customization, training, and support. Burch describes the experience: "We had on-site and classroom training. Our DCB training was a pleasure. The implementation process presented some challenges, but the Noble Systems team worked with us to get things running smoothly, including pulling an 'all-nighter' to make the final switch from our old system to the new platform. The Support team is always available to answer questions and to help us research and diagnose issues."

QUE Financial is seeing a number of benefits since the installation of their Noble solution. "Our old dialer was effective, but the Noble dialer has even helped us improve productivity on the outbound side. We enjoy the *Dynamic Campaign Reporter (DCR)* as a whole. We are able to get more detailed management reporting than we had before, especially on the inbound side. We can see call dispositions, agent statistics, campaign results, and activity levels for both outbound and inbound programs, and we have much better historical results tracking," says Burch. "With Noble, we are able to meet our goals to better manage our current workforce and plan for the future."

"The Noble® Solution has helped us increase outbound productivity while adding inbound call blending. We are able to record phone calls for quality assurance and to identify training needs. And, with DCR, we have access to statistics for both outbound and inbound programs, so that we can better manage our workforce and plan for the future."

Jere Burch
Vice President & COO

ABOUT NOBLE SYSTEMS CORPORATION

Noble Systems Corporation is a global leader in contact center technology solutions, providing innovative products since 1989. Every day, millions of customer contacts are made by agents at 4,000+ client installations worldwide using the award-winning Noble® platform for inbound/outbound/blended communications. The scalable, integrated Noble® solutions include advanced ACD and predictive dialing; unified contact processing for voice, email, and web; and integrated IVR, digital recording, messaging, quality control/monitoring systems, scripting, and real-time reporting and management tools. Call 1.888.8NOBLE8 or visit Noble Systems online at www.noblesys.com.

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