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Alliance Collection Service, Inc. Newsletter

Information you can use"

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[ACSI "A company large enough for what you need, small enough for what you want."](#)

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A Word Of Inspiration



Welcome to Alliance Collection Service, Inc.

MEDICARE PHYSICIAN PAYMENTS

The House of Representatives just passed a bill that blocks the 21.3 percent cut to Medicare physician payments until Nov. 30. The Senate passed identical legislation late last week. The president is expected to sign the bill into law shortly. Practices will then see a 2.2 percent increase to Medicare physician payment for claims with dates of service from June 1 through Nov. 30. Any claims processed by Medicare are to be reprocessed with the 2.2% increase. We have until November 30th to lobby our two Mississippi Senators and four Congressmen to permanently fix physician Medicare reimbursement.



Harold Ingram, CEO



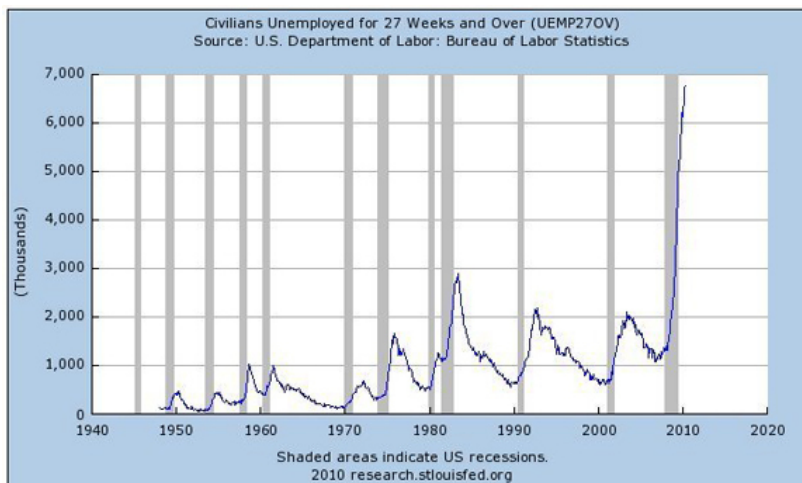
"Why are you just standing there?"

"But since they could see the man who had been healed standing there with them, there was nothing they could say." Acts 4:14

At first glance at this verse, it seems to us that the onlookers could say nothing because a man had been miraculously healed. And I am sure that it was mostly the healing that had them standing speechless. But, as I sit here thinking about how we "the church" can become more efficient at winning lost people to Christ, something else stands out to me about this verse. The healed man is standing there with them.

Our impulse is to see immediate results, even when it comes to salvations. But this is often not the example we find in scripture. Jesus poured His life into the disciples, the disciples poured themselves into the early church(es), the apostles mentored younger believers; and, the thing that will ultimately convince the lost

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Study This Chart, There Could Be a Quiz!

It is hard to believe that we have been immersed in the current financial meltdown for almost two years now. When I first started writing about the downturn, I was incredibly interested in the far reaching implications this kind of recession would have on the economy and the American lifestyle in general. After a few months of research and study, I became really depressed and distraught about what I was seeing. The housing market collapsed completely, world stock markets reacted by dwindling to 25 year lows and consumers stopped spending at alarming rates. My wife decided for me that I had to unplug from all of this doom and gloom and focus on the things I could control in my own life. It was fantastic advice. I felt better emotionally, physically and spiritually than I had in months. I had been living, for the most part, in that happy state of mind until I ran across this chart. Well, so much for ignorance is bliss.

I said from the very outset of this crisis that two factors towered above all else: employment and housing. We're not even going to touch on housing in this article (I have to spare some sanity for my wife's sake). However, I do think it is worth discussing where we are on unemployment in July of 2010. Most economists consider employment a lagging indicator in times of economic downturn. The idea is simple. Once all other sectors recover; (stocks, lending, manufacturing, home sales,

people of the world to come to Christ is that we love them enough to "stand" with them for however long that takes. In a world where there are people on every corner saying they hold the answer to life's problems, the thing that will separate us still continues to be the love of Jesus.

Live free in Christ,
Judge Kevin Crook

HEALTHY TIP



Top 10 Ways to Control Portions

1. Break Leftovers Down

Instead of using one large container to store leftovers such as casseroles, side dishes, or pasta, why not separate them into individually-sized containers? That way, when you reach in the fridge to find something to reheat, you're retrieving just enough for one helping. Breaking down meal-sized servings into single servings will help you limit your food intake with no additional effort.

2. Say Yes to Salads

Eating a salad before lunch or dinner is a sure-fire way to keep from overeating. It will help curb your appetite and give you a sense of satiety sooner. Of course, we're not talking a little bit of iceberg lettuce here. To reap full portion control benefits from rabbit food, load up your salad with veggies or even lean meat like turkey cubes. The fiber in the veggies will help you feel fuller and lean meat's protein will give you an instant energy boost.

3. Single out Trigger Foods

Buy snack foods in single serving sizes or divvy up full size packages into smaller, individual bags. It may be difficult to stop eating, oh, say, tortilla chips (My biggest weakness!) straight out of the bag while watching *Desperate Housewives*, but am I as likely to inhale the contents of 12 zipper bags without some forethought? Doubtful.

consumer confidence, etc.) unemployment will level off and eventually decrease. Throughout modern history, this is how the supply and demand cycle functions. Well, for some reason it is not working like it should.

The chart above basically shows that, for an incredibly extended period of time, those faced with unemployment are finding out this is not a momentary state of affairs, but a new lifestyle. The grey bars represent periods of recession throughout 60 years of American history. The blue line indicates the number of people who have been out of a job for 27 weeks or longer. Take a second look at the chart. Notice anything? What I see are numbers that are basically "off the chart." There is no precedent for this kind of thing. Hard working people are finding it nearly impossible to find jobs, even after months of searching. This unemployment cycle is unprecedented in some very troubling ways.

This brings me to my next concern. With unemployment hovering around 10%, what about those people who are not factored in to this figure. For example, this percentage does not include people who have given up searching for work. It also doesn't include people who are back at work, but making far less money than before or working much fewer hours. This is called underemployment. As you might guess, those numbers are really too scary to contemplate. So much so that here is what the Bureau of Labor Statistics had to say on the subject in a recent posting.

Under the frequently asked questions (FAQs) section of the Bureau of Labor Statistics (BLS), there is the question: "Is there a measure of underemployment?" to which they offer this explanation: "Because of the difficulty of developing an objective set of criteria which could be readily used in a monthly household survey, no official government statistics are available on the total number of persons who might be viewed as underemployed. Even if many or most could be identified, it would still be difficult to quantify the loss to the economy of such underemployment."

The only good thing about the Bureau of Labor Statistics not being able to quantify these numbers is that we don't have to be horrified by another chart. Thank goodness for small blessings.

So what positive can we take away from all of this bad news? It is tough to find a silver lining, but I think one thing is certain. I think everyone blessed with a job, in this marketplace, feels fortunate. I hear fewer work related

4. Master Mini Meals

You can make sure your blood sugar stays at an even keel and keep hunger at bay by eating healthful small meals throughout the day. My friend Jenn has maintained a 30 pound weight loss for three years and is in such great shape, she became an aerobics instructor! She swears by mini meals to maintain her weight and keep her energy level up. Mini meals are by far the best way to prevent overeating because you'll get never too hungry and lose control of your portion intake.

5. Keep Seconds Out of Sight

Don't serve family meals family-style. Keep pots and dishes away from the table where it's all too easy to go for seconds. I can't tell you how many times I've rethought my second helpings as I've made my way from the table to the stovetop. I've often told myself to sit back down and wait it out. Remember, it takes about 20 minutes to feel satiated. By giving myself that "breather" I've realized I wasn't hungry enough for another helping after all.

6. Make Meat a Side Dish

Treat meat or meat-based entrees as a side dish rather than the main part of your meal. By loading up on veggies and healthy grains as the bulk of your meal instead of using them as sides, you'll feel full sooner and get extra vitamins and fiber. Experiment with new vegetables and preparation methods to keep things interesting.

7. Meet Yourself Halfway

Make lunch a two-fer. Your mid-day meal can work double duty by being shared or serving as dinner. At work, why not split take out with a buddy? At a restaurant, pack up half of your meal before you even start eating: Voila! You have an instant dinner!

8. Be a Kid at Heart (or Tummy?)

Order a kid's size meal when you go to fast food places to automatically control portions (and save money!). Don't be embarrassed about asking for a child's meal. It's really no big deal. I've even got a trick for places that have a "12 and under sign" -- I order it to go and then plop right down in the dining room, eat my meal, and give the toy to a kid sitting nearby!

9. Serving Standards

Learn to "eyeball" standard portion sizes and stick to them when dining out or dishing up meals. Keep these tips in mind: 3 oz. of meat is the size of a deck of cards or an audio tape; 1 oz. of meat is the size of a matchbook; 1 cup of potatoes, rice or pasta looks like a tennis ball.

10. Treat Yourself

And last, but not least ... indulge! Treating yourself once in a while to a "forbidden" food will keep you from feeling deprived; a sense of deprivation can easily lead to overeating. Stop a binge before it

complaints than ever before. I think this crisis has made us all a little more appreciative of our employment. This has to be a good thing.

A few final thoughts: 1. I was just joking about the quiz. 2. The economic crisis continues to morph in alarming ways. 3. I have decided not to mention this article to my wife.

Jesse Hamby
Tennessee Sales Director
Alliance Collection Service, Inc.

The Health Information Technology for Economic and Clinical Health Act (HITECH) Act

Alliance Collection Service provides our clients with a business associate agreement (BAA) when we initially begin providing service for them. HIPAA requires that we have a BAA in place for each client that provides personal health information or PHI.

The newest version of HIPAA, via the HITECH Act, adds a few requirements to both of us as business associates and our clients, the covered entities or CE.

The primary change as it relates to a business associate is that we now have reporting responsibilities to HHS and possibly the FTC and not just to our client or the CE. Additionally, we as business associates are more directly liable for the misuse of PHI or the loss of it.

We are in the process of amending the BAA we provide to our clients that fall under the HIPAA rules. The responsibility to insure that a BAA is in place rests with the CE; however, we will would like to do our part to save our clients time and money by researching this and providing the change in written form to each client that needs it.

If you as a CE have a document that you would like for ACS to complete to make you compliant with the newest changes to HIPAA, please mail it to us at Alliance Collection Service, Inc., Attn: Ken Dulaney, P.O. Box 49, Tupelo, MS 38802. We understand that many of you may have your own BAA that may better serve your needs.

Here is a link for you to cut and paste into your browser that contains the entire HITECH Act in simple form:
<http://www.hipaasurvivalguide.com/hitech-act-text.php>

HHS Link: <http://www.hhs.gov/ocr/privacy/hipaa/understanding>

starts by indulging every now and then.

Portions

The Star Spangled Banner

by Francis Scott Key

O say, can you see, by the dawn's early light,
What so proudly we hailed at the twilight's
last gleaming?

Whose broad stripes and bright stars,
through the perilous fight,
O'er the ramparts we watched were so
gallantly streaming;

And the rockets' red glare, the bombs
bursting in air,

Gave proof through the night that our flag
was still there;

O say, does that Star-Spangled Banner yet
wave

O'er the land of the free and the home of the
brave?

On that shore dimly seen through the mists
of the deep,

Where the foe's haughty host in dread
silence reposes,

What is that which the breeze, o'er the
towering steep,

As it fitfully blows, now conceals, now
discloses?

Now it catches the gleam of the morning's
first beam--

In full glory reflected now shines in the
stream;

'Tis the Star-Spangled Banner; O long may it
wave

O'er the land of the free and the home of the
brave!

And where are the foes who so vauntingly
swore

That the havoc of war and the battle's
confusion

A home and a country should leave us no
more?

Their blood has washed out their foul
footsteps' pollution.

No refuge could save the hireling and slave
From the terror of flight, or the gloom of the
grave;

And the Star-Spangled Banner in triumph

/coveredentities/guidance_breachnotice.html



Alliance Provides Video Training for Client Staff



Many of you may have heard that ACS was developing a page on our website that would allow us to record training seminars and post them so that you would have access to them.

We are proud to announce that the page is up and running. You can go to www.alliancecollectionsservice.com/video.php and in addition to the many resources available there you can now train your staff or just brush up on your own skills through short training video presentations. The videos are designed to be simple, within 35 minutes long, and instructional. Our goal is to provide the viewer with something they can take away and immediately be more productive, efficient, and less stressed.

We felt it was important to be more than just a collection agency for our clients and friends in a time where saving every nickel possible is critical to the success of your business. With the video seminars we will be providing, you get the training resource you need at no cost to your business or to you.

doth wave

O'er the land of the free and the home of the brave!

O thus be it ever, when freemen shall stand
Between their loved homes and the war
desolation;

Blest with victory and peace, may the
heav'n-rescued land

Praise the Power that hath made and
preserved us a nation!

Then conquer we must, for our cause it is
just,

And this be our motto, "In God is our trust";
And the Star-Spangled Banner in triumph
shall wave

O'er the land of the free and the home of the
brave!



CLIENT SERVICES

My name is Stephanie Hill. How
may I help you?

Some of you may not have seen me in person, but we talk all of the time on the telephone and/or email. If I haven't had the privilege of speaking with you yet or meeting you face-to-face, I certainly hope the opportunity arises soon.

[Click here to view the newest videos.](#) There will be many more to come on a variety of subjects. Recommendations are welcome so if you have a subject you would like to have us cover, just let us know at the email address or phone number at the bottom of the page.

RELATIONSHIPS

Two days ago, Miss Stephanie told me that my newsletter article was due to her. I usually don't have a problem coming up with topics and if you know me, you know that I am rarely at a loss for words, but for some reason I have found it difficult to find a topic for this newsletter that I thought would be informative and interesting to you, the reader. That was until I spoke to Jimmie Dominguez.

Jimmie and I met five or so years ago in Nashville. She was the Business Office Manager for a large clinic system and I was trying to get them to consider Alliance for their collections. As is often the case, she didn't have a need at that particular time; however, we began talking over different meetings about the challenges facing practice managers and before long we developed a sort of trust between us even though she wasn't using Alliance at that time.

Time went by, and Jimmie moved on to another job. I got a call from her one morning while I was at an HFMA meeting for Alabama as she and Jesse Hamby were trying to find a solution to a problem. I didn't have the answer but immediately thought to conference in Mrs. Frances Mathews of Precise Medical Management in Birmingham. Without boring you with the details, Mrs. Frances and Jimmie discussed the situation as Jesse and I listened and offered what little advice we could. Soon enough, they came to a positive conclusion. Everyone was served, but guess what? No one spent a dime.

Now it is years later, and I have often leaned on Mrs. Mathews for information and an honest



I'd really like to say that I love what I do here at Alliance. You may ask, what is it that I do? Basically, I'm here to help YOU with just about anything you can think of related to Alliance Collection Service, Inc. and the services we provide for you here. If you need answers about accounts you have listed with us, then I'm your girl. If you have questions about trust statements or reports that you need, me again. Most anything that you have a question about or need involving your partnership with Alliance, I want to help you. If I don't know the answer, I will get the answer for you as timely and accurately as possible. And, the kicker is.....I actually like to help you. It makes me smile. Certainly worth mentioning, I am blessed to work with wonderful administrators and exceptional staff at Alliance. But most of all, I get to work with you. All of you help me as much as I help you by responding to requests we may have regarding an account you've placed, possibly additional documentation for an account, or just to give me feedback on how Alliance Collection Service, Inc. is serving you.

I hope all of you feel that you can call me or email me anytime. That's the kind of work relationship I am aiming for with you. My goal is to stay on top of any request you may have and respond efficiently, as well as maintaining a positive, friendly, successful, and professional work relationship with each of you.

Contact information for me includes:

Phone: 662-841-9995

888-764-3449

shill@alliancecollectionsservice.com

I hope all of you had a blessed Fourth of July!

Stephanie Hill
Client Service Representative
Alliance Collection Service, Inc.



**Alliance Collection Service Offers
More**

opinion. She, like many of my clients, has always been faithful to help me in any way she can.



Jimmie keeps in touch and has been equally as faithful in offering advice and making introductions over the years for us. And many others, too many to name, have gone out of their way to help us from the heart for no other reason than to be kind. A recent call to Jimmie to thank her for a kind word reminded me of the fact that relationships are critical to real success and friendship is key to a happier life.

Relationships matter. In our current society and state of economic turmoil and uncertainty, we often see people that seem to minimize the importance of developing good relationships. We are often in a hurry and stressed to the point that we just want to move on to the next project. Certainly those projects are important but as I have been reminded recently, old friends can often provide you with the most unexpected of opportunities. It hasn't cost me anything to take a minute or two to learn of the challenges my clients face and develop a relationship where they can look to me as a resource and not just another salesperson. They were just as attentive to what my challenges were as well. In the end, we end up serving one another, helping one another, and being friends, all free of charge.

So if you would, take the time to slow down for just a minute or two. Remind yourself to intentionally work on just one relationship per day. Do it with purpose and without expectation of reciprocation. You will be surprised at some point how your small effort now will pay big dividends in friendship later on. Who knows, maybe it will be sooner rather than later.

Thank you for being our client and thank you for being our friends.

Ken Dulaney
Sales and Marketing Director
Alliance Collection Service, Inc.



At ACSI we pride ourselves in providing a necessary service without risking our client's good name by treating debtors with respect and dignity. We have added a number of services over the years and continue to build on a great foundation made possible by great leadership and great clients.

ACSI provides:

- Contingency Collection Services
- Pre-paid Collection Services (No minimums)
- Skip Tracing
- Legal Services
- National Credit Reporting
- Expanded Reporting on Demand
- Trending Reports
- Training Seminars FREE (on-site or online)
- Online Account Access FREE
- Secure Account Placement FREE
- Digital Call Records FREE
- Hot Topic Research
- Personal Service (No automated answering system to drive you crazy) and much more.

Give us a call today at 888-764-3449 and experience a truly transparent and stress free collections process. Or, visit our website at

www.alliancecollectionsservice.com



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