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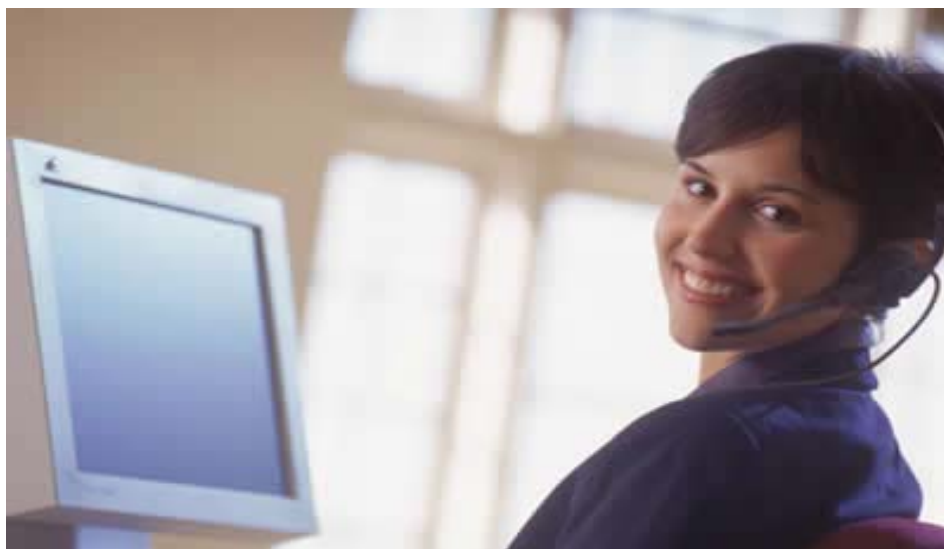
Alliance Collection Service, Inc. Newsletter

"Information you can use"

888-764-3449 www.alliancecollectionsservice.com

September 2011

Issue: 57



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

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Welcome to Alliance Collection Service, Inc.

A Word Of Inspiration

A simple life lesson

There are times when we all hear something that we heard a long time ago and maybe think, "oh yeah, I remember that." We might then think about what a great idea or thing it was at the time. I sometimes think if it was such a great idea, then why did I forget about it until I heard it again? But, then I realize what a busy world I live in. We are filled each day with so much information that it makes it impossible to store it all. I recently heard a



speaker talk about lessons we can learn from the geese. I remembered it from some corporate meeting a while back that I was probably not coffee'd up enough for to appreciate. I was thankful to hear this simple story again and to reflect about how we can as people, learn from animals. So if you have already heard this, I apologize but do hope you enjoy the refresher!

Lessons from Geese

'Individual empowerment results from quality honking'

Lessons from Geese provides a perfect example of the importance of team work and how it can have a profound and powerful effect on any form of personal or business endeavour. When we use these five principles in our personal and business life, it will help us to foster and encourage a level of passion and energy in ourselves, as well as those who are our friends, associates or team members.

It is essential to remember that teamwork happens inside and outside of business life when it is continually nurtured and encouraged.

Lesson 1 - The Importance of Achieving Goals

As each goose flaps its wings it creates an UPLIFT for the birds that follow. By flying in a 'V' formation the whole flock adds 71 percent extra to the flying range.

Outcome

When we have a sense of community and focus, we create trust and can help each other to achieve our goals.

Lesson 2 - The Importance of Team Work When a goose falls out of formation it suddenly feels the drag and resistance of flying alone. It quickly moves back to take advantage of the lifting power of the birds in front.

Outcome

If we had as much sense as geese we would stay in formation with those headed where we want to go. We are willing to accept their help and give our help to others.



In God We Trust

I know that sometimes it can seem that this world is spiraling out of control. War, earthquakes, famine, floods, and corrupt leaders are common-place, yet God's word tells us who is in complete control. Matter of fact, it shows us who is in complete control. Part of Jesus's ministry on earth was to give us a glimpse of what His world (the kingdom) is really like. To show us there will be no more pain, he heals. To show us there will be no more death, he raises the dead. To show us that all of creation will be in harmony, he commands the wind to be still, and it does. Can we really comprehend the power and authority in telling "Hurricane Irene" to be still? No other religious leader boasts such power. Colossians 1:15-17 says, "He (Christ) is the image of the invisible God, the firstborn of all creation. For by him all things were created, in heaven and on earth, visible and invisible, whether thrones or dominions or rulers or authorities—all things were created through him and for him. And He is before all things, and in Him all things

Lesson 3 - The Importance of Sharing

When a goose tires of flying up front it drops back into formation and another goose flies to the point position.

Outcome

It pays to take turns doing the hard tasks. We should respect and protect each other's unique arrangement of skills, capabilities, talents and resources.

Lesson 4 - The Importance of Empathy and Understanding

When a goose gets sick, two geese drop out of formation and follow it down to the ground to help and protect it.

Outcome

If we have as much sense as geese we will stand by each other in difficult times, as well as when we are strong.

Lesson 5 - The Importance of Encouragement

Geese flying in formation 'HONK' to encourage those up front to keep up with their speed.

Outcome

We need to make sure our honking is encouraging. In groups and teams where there is encouragement, production is much greater. 'Individual empowerment results from quality honking'.

Author Unknown

Tony D. Palmer
Director of Collections
Alliance Collection Service
www.alliancecollectionsservice.com
tonydpalmer@alliancecollectionsservice.com

CMS EHR Incentive Programs

The Centers for Medicare and Medicaid Services (CMS) listserv about the Medicare and Medicaid Electronic Health Record (EHR) Incentive Programs will provide timely, authoritative information about the programs, including registration and attestation updates, and details about the payment process.

By subscribing to the listserv, CMS will keep you informed of upcoming deadlines and give you answers to questions and concerns that we have gathered from eligible professionals and eligible hospitals in the field. New updates will be circulated on the listserv to keep you informed of any developments, and subscribers will be notified of any new Frequently Asked Questions that are published on the CMS EHR Incentive Programs' web site. The listserv messages are another CMS resource to help you navigate the Incentive Programs.

We encourage you to let others know about the CMS EHR listserv, and to share its messages. [Subscribe to CMS EHR Incentive Programs Listserv to learn more.](#)

hold together". (ESV)

Take heart and have peace my friend; everything is under complete control.

Live free in Christ,
Judge Kevin Crook

HEALTHY TIP



10 Hidden Benefits of Having Children

A trend occurred in the early 20th century when many Americans moved away from rural areas and into urban centers. For the first time ever, their children ceased to become economic assets capable of contributing to the family's prosperity and started to become a financial burden.

And yet, in spite of this daunting reality, Americans continued to produce offspring at nearly historic rates for the next 50 to 75 years. What was their motivation? Surely it was more than just a desire to accumulate mountains of fingerprint art.

1. Children lower your blood pressure. A recent study conducted at Brigham Young University found that parenthood may actually help lower your blood pressure. Researchers at the school hooked up 200 married men and women to blood pressure monitors for 24 hours and found that couples with children had significantly lower blood-

The following listserv messages may be accessed in the file under the Downloads section of this page:

- Stay Informed on the EHR Incentive Programs
- CMS is at the HIMSS 2011 Conference
- Registration Success
- In case you missed CMS at HIMSS
- New FAQs Posted Online
- Sign Up for CMS' National Provider Calls about Registration
- Medicare Attestation Begins on April 18. Are You Ready?
- CMS Has New FAQs for You!
- Alabama and Missouri Launched Their Medicaid EHR Programs in April
- New YouTube Videos: Dr. Berwick Videos
- CMS Attestation Calls in May
- How Do I Get Paid?
- New FAQs on CMS EHR Incentive Programs
- Two New State Medicaid Incentive Programs Launched
- National Provider Call on the Medicare and Medicaid EHR Incentive Programs: Understanding Meaningful Use
- New Materials Posted to the CMS EHR Website
- Medicare EHR Incentive Payments to be Issued
- Update: Five New Meaningful Use FAQs Posted
- CMS Provides First Medicare Electronic Health Record (EHR) Incentive Payments Totaling \$75 Million; Providers Offered Flexibility in Adopting E-Prescribing



Source: CMS.gov

HIPAA Implications on Cloud-Based HIT

Written by Chris Witt, CEO of WAKE TSI | August 18, 2011

If you are involved in healthcare IT, you know all about HIPAA and the responsibility it puts on the organization to protect patient information. In the early days of HIPAA regulations, there were only general guidelines and required outcomes to help direct IT departments in reaching compliance. The fact that most organizations maintained a "closed" system, meaning they had their own data center with very little data being exposed outside of the organization, made compliance relatively simple. Our biggest worry was the tape media being rotated out to our favorite offsite storage facility. Over time, data center strategies have evolved to include collocation and managed services. While this has added some complexity to HIPAA compliance, you still know exactly where your data resides and have a good idea of who could potentially access it from the third party provider. Now cloud computing has been added to the mix of service options. This adds some interesting HIPAA compliance challenges since



pressure readings than those without offspring. "While caring for children may include daily hassles, deriving a sense of meaning and purpose from life's stress has been shown to be associated with better health outcomes," says Julianne Holt-Lunstad, the lead researcher. "This doesn't mean the more kids you have, the better your blood pressure. The findings are simply tied to parenthood, no matter the number of children or employment status."

2. Children entitle you to major tax savings. It used to be the only way you could make money off of your children was by sending them into the coal mines. But now, thanks to the IRS, your children allow you to qualify for some very valuable tax savings - a notable hidden benefit of having children. According to one recently published study, the average family can save \$3,500 per year simply by claiming child tax credits, education credits, and child- and dependent-care credits.

3. Children get you better parking. Shopping with children is seldom easy, but there is one enormous perk to taking your rug rat to the mall: better parking. Many shopping centers, grocery stores and factory outlets now have parking spaces reserved especially for families and pregnant women. Not only are these spots conveniently located, but they're also usually vacant. As an added bonus, you can also drive in the HOV lane on your way to the store since even the smallest newborn legally counts as a full-fledged passenger.

4. Children keep you sane. Contrary to popular belief, children don't always drive their

absolute end-to-end control of the data is no longer assured.

Challenges in the cloud

For the sake of this discussion, we are only concerned with the concept of a public cloud. A private cloud that is served from your own data center is no more a concern than delivering services from traditional non-cloud based servers. For HIPAA, data privacy is a key component. In order to maintain security, you need to know where your data resides, take precautions to preserve privacy and employ mechanisms to audit access. In the cloud, servers, network, and storage are designed to be abstracted which means you do not know where things physically reside.

Getting data to and from the cloud is not terribly challenging. Most organizations move data securely today over the public network (i.e., Internet) using various encryption methods such as VPN tunnels and secure SSL web communication. Once the data reaches the cloud, it becomes a bit more problematic. Ideally, all data would be encrypted from end-to-end including storage. However, few healthcare application vendors support this. So, in the cloud, you will have a number of people with access to the physical servers and storage that you have no control over. Since complete control of the data and cloud computing seems to be in conflict, certain precautions need to be employed. Given the current absence of industry-wide certifications that would ultimately provide legal protection, the organization needs to negotiate a strong contract with the cloud provider that protects its interests. The cloud vendor should also be required to provide detailed reporting which includes all access to the servers and storage by anyone within their organization. The contract should include strong financial penalties to help incentivize the vendor and indemnify the healthcare provider in case there is a breach.

HIPPA, HITECH and meaningful use implications

Let's look at the HIPAA and Cloud question from a different perspective."...

[READ THE ENTIRE ARTICLE](#)

Source: Collection Industry News

Don't Let Telemarketing Scams Ruin Your Financial Future

While there are many legitimate companies that use the telephone for marketing, consumers and business lose millions of dollars to telemarketing fraud each year. It's sometimes hard to tell the difference between reputable telemarketers and criminals who use the phone to rob people. Criminals use tactics such as offering sweepstakes and lotteries, loans, club memberships, vacations, work from home, and credit card scams.



Protect yourself by learning how to recognize the danger signs of telemarketing fraud, and by getting your name on the "do not call" list.

It's important to know who you're dealing with. If a company or charity is unfamiliar, check it out with your state or local consumer agency and the Better

parents crazy. In fact, researchers at Taiwan's Mental Health Foundation claim they may even keep their parents sane well beyond their years. The organization recently interviewed 1,084 randomly selected senior citizens and found that seniors with no children scored 6.4 points lower on a mental health questionnaire than elderly subjects with children.

5. Children renew your thirst for knowledge.

Anyone who has children can attest that their child's favorite word is "why." Kids constantly want to know the answer to a variety of head-scratching questions like, "Why do a cat's eyes shine in the dark?", "Why does it smell so fresh after it rains?" and "Why do Mommy and Daddy always lock their bedroom door on Tuesday nights?" You may not have the answer to all of these queries (well, two-thirds of them anyhow), but they're sure to get your wheels turning as you attempt to formulate a plausible-sounding response. As your children get older, you'll also get to brush up on your education by relearning your multiplication tables, the names of every state bird and the capital of Liechtenstein (it's Vaduz, in case you were wondering).

6. Children make you sexier.

Think puppies are the ultimate chick magnet? Think again.

7. Children give you an alibi.

Single men often complain that their friends with children never have time to hang out. And while there is some validity to that observation, they fail to realize many parents use their children as a convenient excuse to get out of unwanted social events. So, if your buddy tells you he can't attend your Jersey Shore marathon because his

Business Bureau. Fraudulent operators open and close quickly, so the fact that no one has made a complaint yet doesn't guarantee the company or charity is legitimate. Ask for advice about the type of pitch you received and the danger signs of fraud.

Some telemarketing pitches are blatantly fraudulent, and you should know the signs. It's illegal for telemarketers to ask for a fee upfront if they promise or claim it's likely they'll get you a credit card or loan, or to "repair" your credit. It's also illegal for any company to ask you to pay or buy something to win a prize, or to claim that paying will increase your chances of winning. And it's illegal to buy and sell tickets to foreign lotteries by phone or mail.

Other danger signs of fraud may be harder to recognize. They include: pressure to act immediately; refusal to send you written information; use of scare tactics; demands to send payment by wire or courier; demands for payment of taxes or customs fees to claim a prize; requests for your financial account numbers even though you're not paying for something with them; promises to recover money you've lost in other scams, for a fee; claims that you can make lots of money working from home; and refusal to stop calling when you say you're not interested.

Beware of identity thieves. Crooks pretending to be from companies you do business with may call or send an email, asking to verify personal information they should already have. Contact the company directly to confirm before providing information.

How you pay matters. If you pay for a transaction with cash, checks, or money orders, your money is gone before you realize there is a problem. Paying by credit card is safest because you can dispute the charges if you don't get what you were promised. You don't have the same dispute rights when you pay with debit cards or give your bank account number. Bank debits have become fraudulent telemarketers' preferred form of payment.

Where telemarketers are located matters, too. Some fraudulent telemarketers are deliberately located in other countries because it's more difficult for U.S. law enforcement agencies to pursue them. It may be hard to tell where they are; they may have mail forwarded from the U.S. and use telephone numbers that look like domestic long-distance. Be very cautious when dealing with unknown companies from other countries.

Be prepared when you answer the phone. Think about the advice you'd give someone else about how to detect fraud, then follow that advice yourself. Use Caller ID or an answering machine to screen calls. Don't hesitate to hang up on suspicious calls.

Know your "do-not-call" rights. Put your number on the national "do-not-call" registry to stop most telemarketing calls. Call 888-382-1222, TTY 866-290-4326 or go to www.donotcall.gov. You can also tell companies not to call you again on a case-by-case basis. Report violations of your "do-not-call" rights through the "do-not-call" number or Web site. Report telemarketing fraud to the NFIC at 800-876-7060, www.fraud.org.

* Understand that some calls are not covered. Once your number has been on the registry for 31 days, most telemarketing calls will stop. However, you still may get calls from political organizations, charities, telephone surveyors and other businesses. You can stop these calls by asking those companies to put your number on their own no-call list.

son has Tibetan whooping cough, there's a very good chance he didn't want to go in the first place.

8. Children increase your self-esteem. Anyone who has children knows firsthand the satisfaction you get from being told you're "the best daddy in the whole world." Those kinds of positive pronouncements can have a profound effect on your self-esteem, allowing you to accomplish tasks you previously thought were impossible.

9. Children remind you to stop and smell the roses. When was the last time you gazed at the stars or lay on your back watching the passing clouds? Kids engage in these kinds of wholesome activities all the time, and in doing so, they invite you to join them as well. You'll be amazed at how your cynicism and natural defenses will magically melt away after you begin seeing the world through a child's eyes.

10. Children make you happier. Parents have long suspected that their offspring make them happier, and now there's finally proof to support their claims. A study conducted by the Max Planck Institute for Demographic Research found a direct correlation between children and happiness for parents over the age of 40. Researchers surveyed 200,000 parents in 86 countries between 1981 and 2005 and found that from age 40 on, parents with one to three children were considerably more content than childless couples. After age 50, mothers and fathers were happier than childless couples, regardless of the size of their brood. The reasons for the findings aren't entirely surprising, since most

Finally, if you feel you have been a victim of a telemarketing fraud, obtain a copy of your free credit report at www.MCMF.net and review for any potential fraudulent activity and report it immediately to both law enforcement as well as dispute the fraudulent information with all 3 credit bureaus. A sample credit dispute letter along with Credit Bureau contact information can be found at http://www.mcmf.net/MCMF_EXCEL_FILES/Sample%20Dispute%20Letter.pdf

Written by: Jennifer Hamby / Vice President, My Credit My Future

Where's the beef?

Back when I was a teenager Wendy's restaurants had a hit commercial where a little old lady had bought a burger from another chain and blurted out "Where's the beef?" when she saw how little the burger actually was. You might remember that term being applied to many conversations on a variety of subjects for what seems like years.



Looking at the current situation facing our country and the promises made by so many politicians over the past several years, that quote comes back to my mind. I understand that politicians say just about anything to get elected but considering the seriousness of our situation one would think that they would be a little more serious about getting the job done. Regardless of what side you lean to politically, we are all seemingly left with a "Where's the beef?" question in our minds when it comes to the performance of our leadership.

The only real way we have of making a change is at the voting station. We can blog and email, sure, but the best way to make a difference is still to get out and vote. Never before has it been so important that we carefully consider the background and record of our leadership and then do our civic duty to get the right persons elected at every level.

I hope you will take some time between now and November to do a little real research on your candidates. Then get out there and vote. Now more than ever, our nation is depending on us to do our part.

Ken Dulaney
Director of Sales & Marketing
Alliance Collection Service, Inc.

HIAWASSE HOOT'N'ANNY

I have been trying to study the bible and pray more recently. In consideration of the world's state of affairs, I believe it to be a good idea to make sure that I try to keep God in the front of my mind as much as possible. Trust me, I am the one person I know that needs to do that more than anyone else. That said, I also believe that



children become easier to care for as they grow older.

[READ THE ENTIRE ARTICLE](#)

Featured Article



EMR

It has been brought to our attention that the "Meaningful Use" requirements for EMR have been extended. This is a great opportunity, as we understand it, for doctors and practice managers to take advantage of the incentive money offered to install your EMR program.

If you have a need for an EMR program but have questions on the new updates, give me a call at ACS 1-888-764-3449 and I will get you in touch with people who might be able to help or at least answer your questions so that you can make an informed decision.

Ken Dulaney
Director of Sales & Marketing
Alliance Collection Service, Inc.

Alliance Collection Service Offers More



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



God will put us in a position to practice what we preach or believe from time to time. This past weekend was a good example of that.

Alliance's managers had a meeting on the Hiawasse River north of Chattanooga, TN, beginning the evening of August 19th. We were blessed to have Jesse and Jennifer Hamby as our hosts. They set the entire trip up from start to finish and did a fantastic job. We all had an extraordinary time, and it was a great adventure for all of our families to say the least. Speaking for my family, it was something we had always wanted to do but never got the chance until now, and we had a complete blast.

Jesse had us set up to float down the Hiawasse which isn't far from the famous Ocoee where the Olympics were held not too many years ago. Jesse told us all that it would be about a three and a half hour excursion, that we would be tired when we were done, and that we were going to no doubt get wet. The Hiawasse isn't nearly as rough as the Ocoee, but it has a few three-foot drops and a number of small rapids, upon which we were travelling on inner tubes.

Here is where the prayer comes in. Keep in mind, I had been warned, multiple times. At the starting point Jesse got us all in the river. I think there were about 15 of us. He specifically told me that if I tip over that I would be a little shocked by the cold water and NOT to put my feet down. Please understand that I am not a strong swimmer, but I had my wonderful wife with me and knew she would at least make an effort to save me if I got into trouble, at least while others were looking.

I was floating along holding my wife's hand who was in-turn holding my youngest daughter, Monique's, hand, and I was loving life. "Look at me," I thought, "I am keeping it all together, looking cool, and I am really helping my wife and daughter keep their floats under control. " "Man I have got it all together!"

Well, that is about where my "macho-ness" ended. The very first of many small rapids came into view pretty quickly. I "thought" I was going to control things but about the time my float got to the edge of the drop, I knew I was in trouble. That is when I began to pray, fast.

I don't really remember what I prayed. I think I got out a "God, I need your help..." and then the first of Jesse's predictions came true. The shock he warned me of took full effect as I sucked in air for a millisecond which was quickly replaced by 53 degree water. My feet went up, my head went down, and I distinctly remember thinking God has a sense of humor as my backside tagged a rock before I was righted by my life jacket. In the distance I could hear my wife choking back what I thought was water and later realized was laughter as she said "I've got it, it's ok". That is when my teenage "I've gotta look cool and under control" thought process kicked in. I immediately put my feet down (remember Jesse's second piece of advice?) and stood up... or that is what I thought I was doing. I saw, through the blur of water and snot, my wife a few feet away and my inner tube between us. I thought, "I will just jump right back up on that thing and still

over the years and continue to build on a great foundation made possible by great leadership and great clients.

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maintain my dignity." Didn't work.

When I jumped, my foot caught a rock and twisted my ankle.Smooooth move Ken! She managed to choke back the tears of laughter long enough to see me get settled back into place on the inner tube and easily hopped back onto hers, and we continued the trip.I realized the error of my ways when my ankle began to swell, but it was minor and Jesse and Toni (my wife) managed to keep me out of trouble for the rest of the adventure.

I learned a lot on that trip.One, God is good and has everything under control, even when we get in His way and fail to listen.Two, I am fortunate to have such great friends, family, and a great employer. And three, If you ain't gonna listen to the advice God provides, pray to God your wife is there to get you outta trouble.

I thank God here for allowing me to be around such great people. I hope you enjoyed a laugh as you read this.God knows my wife did.

Thank you for being our client's and friends.

Ken Dulaney
Director of Sales & Marketing
Alliance Collection Service, Inc.



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