

Communication to Referral Sources announcing the revenue cycle changes within NSM. ATPs may choose to deliver news via email or face-to-face. Please remember to personalize the communication before sending to your referral sources.

Dear [Referral Source First Name],

I am reaching out to share some changes we are making to our revenue cycle management operations at National Seating & Mobility (NSM). NSM has retained AGS Health (AGS), a leading revenue cycle management solutions provider, as a strategic partner to oversee many of our administrative (back office) tasks related to funding, billing and collections.

Like many companies in the United States, NSM has faced across-the-board operational cost increases including labor, operating expenses and cost of goods sold. In addition, payer reimbursement rates for complex rehab technology (CRT) and mobility equipment and services have not kept pace with these steady cost increases. These market dynamics led us to review all areas of our business to find ways to advance our operations and improve the client experience, and we found some significant opportunities in our revenue cycle management operations which led us to retain AGS.

AGS has more than a decade of industry-leading experience helping more than 100 healthcare providers nationwide improve the performance of their revenue cycle. Their clients include other healthcare companies, including Vanderbilt University Medical Center, Cleveland Clinic and Baylor Scott & White Health. With more than 10,000 employees based out of offices in the U.S. and India, AGS has an extensive pool of resources to ensure we will have the support needed to run at peak efficiency and performance at all times.

This new collaboration with AGS is intended to improve our revenue cycle management processes, which will lead to faster equipment and service delivery times while providing a high-quality experience for you and your patients.

NSM will continue to oversee and strategically guide revenue cycle operations and handle all customer interactions. You should experience little to no disruption as we move revenue cycle administrative tasks to AGS over the next several months, and you can expect to continue working directly with your NSM support team.

While this is clearly the right decision to further our business, it will impact team members in our Funding and Billing & Collections departments. This change is an acknowledgment that NSM must make significant shifts in the way we operate in today's environment to ensure we are stronger and better positioned to pursue our mission for many years to come.

We are grateful to have partners like you who share our mission and values and we truly appreciate your support as we continue to evolve as a company in order to better serve you and your patients.

Thank you for trusting NSM as your mobility solutions partner.

Sincerely,

[Insert ATP Name]

[Insert ATP Credentials]