



Managing Today's Compliance Landscape

Early Out & Bad Debt Collections

How to succeed in Compliance without losing
focus on revenue cycle functions.

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Today's Landscape

- Federal Trade Commission
- Consumer Financial Protection Bureau
- Consumer Plaintiff Attorneys
- State Regulators
- Better Business Bureau



The Statistics

Data provided by WebRecon LLC

Statistics 2014 Lawsuits:

- 11,479 total lawsuits for 2014, including:
- 8,859 FDCPA
- 2,115 FCRA
- 2,164 TCPA

November 2014, 2,707 Consumers filed complaints against debt collectors to the CFPB.



Compliance Awareness

- Education
- Enterprise Awareness
- Compliance Training / Strategic Planning
- Training Flashes / Campaigns
- Reporting Compliance Issues



Transparency

“A lack of transparency results in distrust and a deep sense of insecurity” -Dalai Lama



Regulatory Policy & Procedure Updates

- Effective/ Timely Routing
- Technology
- Consistent meetings with Regulatory counsel
- Associations
- Regulator Subscriptions



Effective Communication

- Escalation of Compliance Issues
- Efficient Methods for Reporting Issues
- Sanctions for Non-Compliance



Utilizing of Information

- Trending Reports
- Consumer Complaints
- Unauthorized Disclosures of PHI Data(HIPAA)
- Policy & Procedure Violations



Manage Controllables

- Monitor Workflows
- Quality & Process Audits
- Call Recordings



Maintaining Focus on Revenue Cycle Functions

- Be a stakeholder in your Compliance program
- Advocacy for a Culture of Compliance
- Improved Operational Focus

Your Compass For Navigating
Turbulent Financial Waters for
Revenue Cycle 2015



QUESTIONS?