



Top*Bill* The BestBill Newsletter

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Minnesota Health System
Partners with BestBill

Winner of...

Small Business of the Year Award,
Greater Phoenix
Chamber of Commerce

Arizona Company to watch,
ASBA

Best Places to Work,
Phoenix Business Journal

Inc. 5000 acclaimed annual list
of America's fastest-growing
private companies

Minnesota Health System Partners with BestBill

As the BestBill team welcomed in a new year this past January, we also welcomed a new customer from Minnesota, Saint Mary's Duluth Clinic Health System (SMDC). SMDC Health System is a non-profit health care organization headquartered in Duluth with four hospitals and 17 community clinics. As a growing health system, SMDC needed a partner that could effectively and efficiently carry out their billing and payment processes not only improve patient satisfaction, but to achieve better payment results. So off to Minnesota three of our team members went, leaving sunny Phoenix for the blistering cold of Duluth to work with the SMDC team in order to understand their needs and the needs of their patients.



One of SMDC's Clinics, brrrr!

For two days the BestBill team met with SMDC's patient financial services team to ensure a seamless transition to using BestBill® services. Our team members were able to tour SMDC Health System's impressive facilities, put faces to the names of our new partners and learn what was important to the SMDC team when it came to serving their patients.



The BestBill and SMDC Health System Teams

After working closely during the visit, the BestBill team developed a custom branded solution that directly interfaces with the SMDC Health System accounting software and website, allowing their patients to view and pay their bills online, review their bill history and pay outstanding balances safely and securely. Our team also created a new look for the SMDC Health System invoices that BestBill will print and mail to their patients.

The results have been instantaneous and Patt Busch, SMDC Health System's Credit/Collections Supervisor is thrilled. "Once we made the decision to go exclusively with BestBill they provided us with options to help us cut some costs and give a new look to our statements, which was welcomed enthusiastically by our staff and management teams."

Carolyn Roller, SMDC Health System's Director of Patient Accounts also expressed her enthusiasm for the partnership with BestBill. "In my 22 years

***"Every action and
interaction is
undertaken in pursuit of
the Emphatic Great."***

Dan Haugland
CEO and Founder



BestBill's Team Leaders (shown) celebrate 2007 in style with the BestBill Team

Minnesota Health System Partners with BestBill continued

working in the healthcare field I've worked with a variety of vendors and I can honestly say my experience working with BestBill has already exceeded my expectations. It is clear to us that BestBill has a commitment to SMDC and will be able to deliver our statements within our tight timelines."

Randy Langley, Vice President, Operations for BestBill left Minnesota feeling like the SMDC team was a part of the BestBill family. "When we left, we were hugging the patient financial folks. BestBill sees each customer as a partner and we not only care about our customer, but our customer's customer. Our services will provide SMDC Health System with the opportunity to interact with their patients in a dynamic and personalized way."



Randy Langley, Vice President Operations, BestBill and Carolyn Roller, Director of Patient Accounts, SMDC Health System

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BestBill is an outsourced billing technology company that helps hundreds of companies nationwide do less work and make more money, by generating and delivering customer statements online or through the mail. BestBill is an award winning company, selected as a "Best Company to Work For," an "Arizona Company to Watch" and as one of Inc. Magazine's "America's fastest-growing private companies."

**To find out if BestBill can help you
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visit us on the web at www.bestbill.com or call 1-866-BestBill.**

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A BestBill Year

2007 was a GREAT year for BestBill and its customers, and so far we are already smashing our goals for 2008. So what have we've been up to? From being on the cutting edge of the latest technology development to helping our customers collect billions of dollars, here are some of the highlights:

- The launch of our new WebView™ service, WebView™ Customer Service Center (CSC) '08. WebView™ CSC '08 is a quantum leap in technology and will keep our customers ahead of the curve when it comes to collecting payments and keeping their customers happy.
- A record breaking year. BestBill broke our production record in January and is on track to continue breaking records each month for our best year ever!
- The best quality control. BestBill improved our Hawkeye technology to be the best and the fastest way to show our customers that their statements were mailed when we promised the first time, every time.
- Award winning. BestBill was selected by Inc. magazine to be on their Inc. 5,000 list of "America's fastest-growing companies."
- Growing. BestBill has chosen an expansion site east of the Mississippi and will soon be closer to serve our customers in the mid-west and east coast.

Our customers and our team are excited for what 2008 will bring. So what can we do to help you have a GREAT 2008? Find out if BestBill can help you "Do less work. Make more money.™" visit us on the web at www.bestbill.com or call 1-866-BestBill.

