



Frequently Asked Questions (FAQs)

BLACK INK SYSTEMS, LLC

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Q: Where did Black Ink Systems come from?

A: Black Ink is a technology firm, with over 20 years' experience in healthcare revenue recovery. We specialize in helping ambulance companies to connect their otherwise charged-off debt to available reimbursements missed during their normal billing efforts.

Q: How does Black Ink's technology work?

A: We've developed a proprietary technology that, through a host of technological services, will identify missed reimbursements from local, state and federal payer sources. As a client, you have the ability to upload your unpaid accounts from your billing software into Black Ink's fully HIPAA-compliant system. Once we have worked through the unpaid accounts, our system provides you a report that identifies the available reimbursements with all the pertinent billing information for each account (such as payer ID number, program information, dates of coverage, and the patient information).

Q: How old can my unpaid accounts be?

A: Most public benefits programs have billing deadlines ranging from 90 days up to 12 months from the date of service. For this reason, Black Ink will accept referrals up to 11.5 months past the date of service.

Q: When would I send my unpaid accounts to Black Ink?

A: Billing practices vary from company to company. Once your internal billing process has been exhausted, you will then upload the files into our system to start identifying the billable charges that were missed. Some clients refer patient files bi-weekly, prior to starting their third-party collections process. Others submit files simultaneously to both Black Ink and their collection agencies. The understanding is that Black Ink's technology identifies public benefits programs for the indigent, not the patients who have the means to pay a collector. Patients with the means to pay rarely qualify for public benefits programs. Black Ink will continue to work the unpaid accounts up to 12 full months from the date of service, to identify retroactive coverages that later come available.

Q: How does Black Ink differ from my collection agency?

A: Black Ink does not directly contact any patient, but instead our system works through your unpaid accounts identifying public benefits programs that can be billed for reimbursement. Our twenty plus years of experience has shown us that the self pay population has two distinct groups: those without insurance and the truly indigent. Collection agencies serve their purpose by making payment arrangements with those patients who have the means to pay. However, the public benefits programs provide reimbursement for indigent patients who do not have the means to pay you or a collector. The self-pay population can account for up to 36% of an ambulance company's charge-offs and bad debt. Black Ink can directly increase your revenue stream, with no up front cost and absolutely no risk to you.