

**Phillips & Cohen Associates Solidifies
Leadership in Deceased Account Recovery
for Healthcare Receivables Market
with Cleveland Clinic, Baptist Hospital (Birmingham),
and Schumacher Group as Clients.**

Wilmington, DE, Mar 30, 2011 – Phillips & Cohen Associates, Ltd. announced that it has now expanded its deceased account care services to include some of the most important clients in the health care marketplace. As the deceased account specialist for renowned partners such as Cleveland Clinic, Baptist Hospital, and Schumacher Group, Phillips & Cohen has established a reputation as the preeminent partner in deceased healthcare receivables. Phillips & Cohen Associates has prioritized hospital systems and surgical groups as it continues to grow its deceased account care services in the domestic healthcare marketplace.

“We are so proud to work with clients of significant stature – like Lyman Sornberger, Executive Director of Revenue Cycle Management at Cleveland Clinic – who hired us to handle the most difficult receivable situations with the highest levels of compassion, compliance and professionalism,” said Matthew M. Phillips, Co-Chairman and CEO of Phillips & Cohen Associates. “As leaders in the deceased recovery industry, it is our mission to deliver results in a manner that reflects well on our clients who are all leaders in the healthcare field.”

“Not only has Phillips & Cohen Associates provided avenues for additional revenue that we never pursued in the past, but they also provide additional value by identifying accounts for us that we would have not known needed to be handled differently within our revenue cycle,” explained Ty Hamlin, Corporate Director of Collections at EMBCC/Schumacher Group. “I think adding Phillips & Cohen Associates has allowed us to decrease complaints and add additional services for our patients, while increasing our revenue.”

Deborah Quick, Manager of Revenue Cycle at Baptist Hospital, highlighted the customer service component of Phillips & Cohen Associates’ partnership with Baptist Health System. “We have found their staff to be professional and extremely customer oriented,” said Quick. “Prompt and courteous service seems to be an expectation that is of utmost importance to their organization.”

Unpaid charges associated with deceased individuals represent a significant challenge for hospitals, institutions, and medical systems and require a highly specialized recovery process that incorporates rigorous training for the difficult circumstances surrounding the resolution of deceased patient accounts. As one of the earliest specialists in deceased care recovery services, Phillips & Cohen Associates was the first company to offer many of the processes that now define compassionate care and brand protection.

With strict adherence to HIPAA compliance regulations, Phillips & Cohen Associates contacts survivors and initiates recovery procedures. The company employs extensive database resources to identify beneficiaries, estate jurisdictions and authorized parties and file appropriate claims in the thousands of individual counties across the country all in strict accordance with their individual requirements.

Phillips & Cohen Associates has introduced a host of innovations including EstateSource™ - a proprietary estate location and recovery resource, Authorized Party ID™ - an identification and communication protocol that meets the recently expanded FTC guidelines, and Survivor Support – a range of services including agentless transactions, educational resources and live, on call bereavement support personnel.

For further information please contact:
Misty Kipper
Phillips & Cohen Associates, Ltd.
856-536-7186

Phillips & Cohen Associates, Ltd. pioneered the compassionate deceased care recovery market by helping companies successfully manage complex estate debt situations and resolve them in a manner that preserves the dignity of affected individuals. The company's clients range from mid-sized firms to leading national and international creditor and banking institutions. Phillips & Cohen Associates serves the consumer credit industry, banking and loan marketplace, as well as specialized industries including healthcare, utility, education, and telecom. The company has five regional offices in the United States and two international offices in the UK and Canada.