CASE STUDY



CCICM is a recognised market leader in healthcare debt recovery, delivering specialist collection services to NHS Trusts, Health Boards, Care Homes, Private Hospitals, Clinical Commissioning Groups (CCGs), Local Authorities, and Central Government Departments. With more than 40 years of experience in healthcare collections, we understand the unique challenges facing healthcare providers, including complex funding arrangements, aged debt portfolios, disputed invoices, Our collaborative, compliance-led approach enables healthcare organisations to improve cash flow, reduce bad debt, and maximise recoveries while preserving important commercial and public-sector partnerships.

Case Study: International Debt Recovery Case Study

The Client
A major healthcare provider instructed CCICM to recover a substantial portfolio of aged healthcare invoices owed by multiple Local Authority (LA) entities. The portfolio consisted of a large volume of high-value accounts, requiring detailed reconciliation, stakeholder engagement, and coordinated recovery activity across several organisations.

Recognising the complexity of the assignment, CCICM's Commercial Collections Team implemented a structured recovery strategy designed to validate balances, resolve disputes, and accelerate payment.

The Challenge
The project presented several significant challenges, including:
- Managing multiple high-value accounts simultaneously across several Local Authority entities.
- Coordinating communications with numerous stakeholders and decision-makers.
- Resolving invoice disputes through active collaboration and reconciliation.
- Ensuring accurate allocation of payments against individual invoices.
- Maintaining positive relationships between creditor and debtor organisations throughout the collection process.

Despite these complexities, CCICM's healthcare collections specialists successfully maintained momentum and delivered exceptional recovery results.

The Recovery Process
Our Commercial Collections Team Manager identified and verified key Local Authority contacts, completed a comprehensive portfolio review, and consolidated debtor data into structured case files. Detailed invoice schedules were developed to track outstanding balances and streamline Local Authority debt collection communication.To facilitate efficient resolution, CCICM:
- Verified contact information for all Local Authority stakeholders.
- Produced detailed invoice reconciliation schedules.
- Requested validation of outstanding balances.
- Created structured reporting templates to capture payment information and remittance advice.
- Identified disputed items and collaborated with all parties to resolve outstanding issues.
- Worked closely with both the client and Local Authorities to achieve mutually beneficial outcomes.

This transparent and collaborative approach enabled rapid progress across the portfolio and ensured all stakeholders remained aligned throughout the recovery process.

The Outcome
The structured debt recovery programme delivered rapid success, significantly improving Local Authority debt collection and client cash flow. Within eight weeks, 85% of the portfolio was either recovered or secured through confirmed payment commitments, **including £1.124 million (51%)** collected and a further £733,000 (34%) agreed. **Total recoveries reached £2.14 million, achieving an outstanding 98% collection success rate.**

Benefits of Partnering with CCI Credit Management

Specialist Healthcare Collection Expertise: CCICM is a trusted recovery partner to NHS Trusts, Health Boards, Care Homes, and Private Hospitals throughout the UK.

Collaborative Recovery Approach: Our focus is on achieving positive outcomes through communication, reconciliation, and negotiation rather than adversarial collection tactics.

Enhanced Cash Flow: Accelerate the recovery of overdue healthcare invoices and improve working capital without increasing internal resource requirements.

Reputational Protection: Our professional and compliant collection processes safeguard your organisation's reputation and stakeholder relationships.

Relationship Preservation: We work to maintain positive relationships between healthcare providers, Local Authorities, commissioners, and other public-sector organisations.

Market-Leading Compliance Standards: CCICM maintains the highest standards of information security, data protection, and regulatory compliance.

About CCI Credit Management

CCI Credit Management (CCICM) is a multi-award-winning UK credit management and debt recovery specialist with more than 40 years of experience delivering results in credit control and debt collection.
- Market-leading healthcare debt recovery specialists.
- The only DCA to be lawfully entitled to process NHS patient data (UK only), as evidenced by our unrivalled NHS DSP accreditation.
- Trusted by approximately 80% of UK NHS Trusts, Health Boards, and Private Hospitals.
- Established relationships across the NHS and wider healthcare sector since 1986.
- Continually certified under the NHS Data Security and Protection Toolkit.
- Headquartered in the UK with a global footprint of 90+ partner offices
- Fully FCA authorised and regulated, with ISO 9001 and ISO 27001 accreditation.
- Proven expertise in complex, high-value, and cross-border debt recovery matters.

Flexible, Results-Driven Pricing Model

No Win, No Fee Debt Recovery: Contingency-based pricing ensures you only pay for successful outcomes.

Debt Portfolio Purchasing Options: Ability to acquire debt portfolios, with tailored evaluations for each opportunity.

CREDIT MANAGEMENT ***Contact Us:*** Email: Sales@ccicm.com Telephone: +44 (0) 1766 77 22 88 / +44 (0) 7831 293 746