



Patient-Pay A/R Collections Voice Messaging Scripts

Please modify these scripts to meet the needs of your business.

Sample Collections Phone Call Script #1

This is a message from (Business Name), please be prepared to write down some important information. This message is in regards to an unpaid account balance. If you have already paid this balance, we thank you for your efforts in doing so. If it remains unpaid today, we ask that you pay it at your earliest convenience, or please contact our office at (Business Phone #) between the hours of (8:30-4:30) Monday through Friday if you require assistance. Thank you for your time.

HOT KEY: (Please press (1) to speak live to a billing specialist.)
Press (2) if you would like to replay this message.

Sample Collections Phone Call Script #2

This is a message from (Business Name). This is our second call regarding an unpaid account balance. Because of the age of the account, action is now required on your part to resolve the balance. We request that you please submit your payment today or contact our office at (Business Phone #) between the hours of (8:30-4:30) Monday through Friday to prevent any further collection action. Thank you for your attention to this matter.

HOT KEY: (Please press (1) to speak live to a billing specialist.)
Press (2) if you would like to replay this message.

Sample Collections Phone Call Script #3

This is a message from (Business Name). We have made several attempts to contact you concerning a past due account balance. Please contact our office at (Business Phone #) as soon as possible to make payment arrangements on this account or we will turn it over for collections with an outside agency in X days. Our office hours are (8:30-4:30) Monday through Friday. Thank you.

HOT KEY: (Please press (1) to speak live to a billing specialist.)
Press (2) if you would like to replay this message.