

A Simple Client Portal Tutorial – Step 3 Contingency Collections – (Medical)

Kinum's secure client portal is located at: <https://kinum.lariatcentral.net/login>

Login credentials are provided by your representative after your account setup is complete.

Submit New Account:

Debt Authenticity Proof: You should have documents to prove the authenticity of debt like invoice/signed-contract. Either provide these documents now (**recommended**), or later when requested by Kinum.

Click on **+Add Accounts** on the black tool bar. For regular consumer debt select **Medical Consumer** on left hand side. (For B2B-Business debt select "Standard Commercial"). Select product as **Step 3**. Fields marked with a "*" are mandatory. All other items are optional, but recommended. Put **Debtor Name**, **Phone**, **Address**, **Amount Due**, **Payments received**, **Date of Service**, a brief **Description of debt** and **Attach relevant documents**. Do not add any collection agency fees. **SSN** and **Date of Birth** are optional fields, but they are very useful in collections, give us if you have them. Finally, click the **"Create"** button.

Product: Step 3 * Select the right product

Account Information

Debtor First Name: John * ↑
 Alternate ID: 776456 Alternate ID is your own internal account number to help you locate the debtor (optional)
 SSN: 111223333 SSN and DOB are helpful for Skip Tracing purpose and Credit Bureau Reporting (optional)
 Birthdate (MM-DD-YYYY): 01/15/1990

Addresses

Street Address 1: 123 Main Street
 Zip: 94928 * City: Rohnert Park * Country: USA * State: CA *

Debt Information

Patient First Name: Jane Patient Last Name: Doe
 Name of Provider: Paincare Meta Associates
 Description of Treatment: Treatment for pain and numbness in right foot A brief description of the service provided. Our debt collectors may need it if questioned by the debtor. Any insurance payment, or if it was declined?
 Account Number:
 As of: [Debtor Name] owed:
 Between 06/01/2021 and today:
 The debtor was charged this amount in interest:
 The debtor was charged this much in fees:
 The debtor paid or was credited this amount:
The total amount of the debt is now:
☐ Same as date of treatment

Date of Treatment: 06/01/2021
 Amount: 1000
 Interest Charged: 0
 Fees Charged: 0
 Payments: 200
 Amt+Int+Fee-Credits: 800
 Date of Delinquency: 09/01/2021

If patient name is different from debtor name. Ex if patient is minor
Date of treatment and the amount they were supposed to pay you. (Do not include any payments they made you in this box. That will be entered below.)
Payments they made to you. We will perform debt collection on this amount.
Date on which you were supposed to get paid, but they did not pay you.

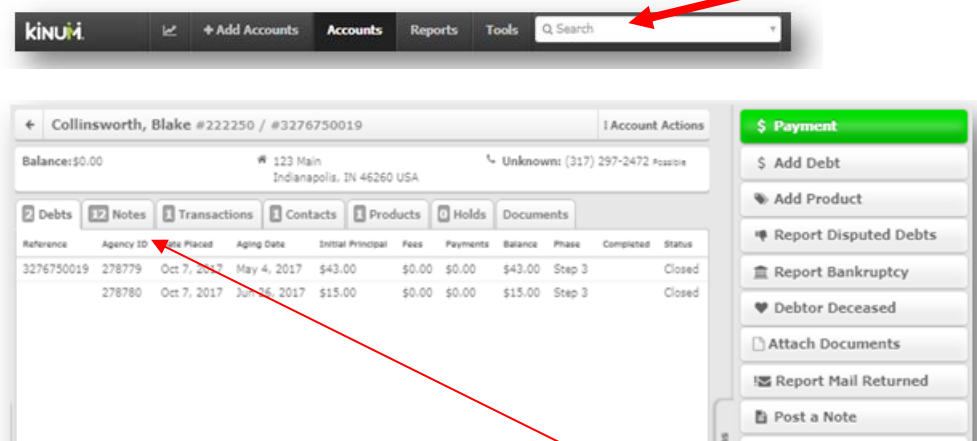
Attach Documents?
 Attach documents which prove that debtor owes you money. (Signed document, invoice, etc.)

Once all required fields / other information is filled, press the create button

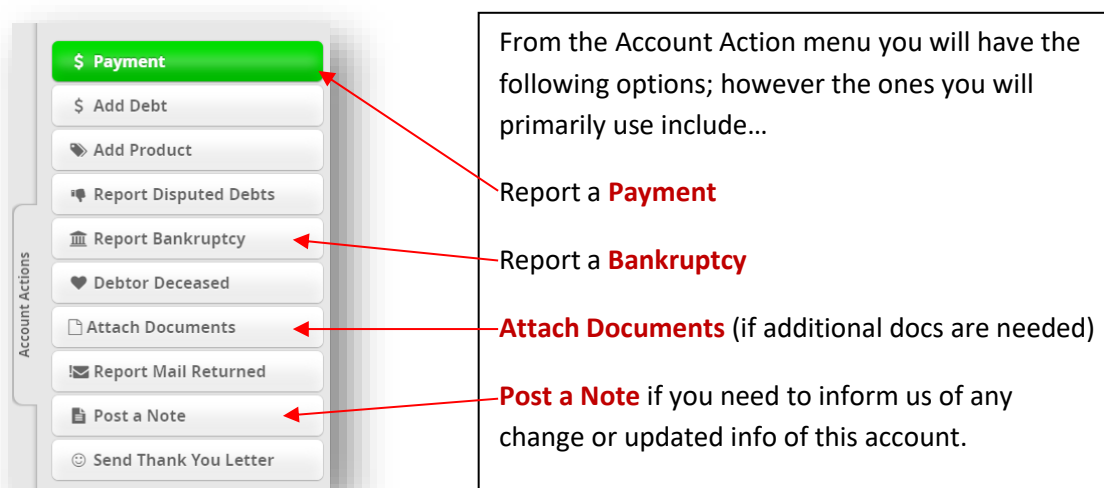
Create

Reporting Payments or Adding Notes for an account

The easiest way to View, Update or Report Payments on accounts is to use the **Search** feature on the black toolbar. Simply enter the account # or debtor first name and the account will appear. Click on it.



The details of the account will appear. You can click **“Notes”** to see the activity on the account, or choose an action item from the **Account Actions** menu (located on the right-hand side).



Once an account is assigned to Kinum, if a debtor contacts you directly, they should be referred back to Kinum at **1-888-281-1750**, even they agree to make payments. However, if you still receive a payment directly from the debtor then inform us promptly, use the green **“Payment”** button. Otherwise, our demands to the debtor will continue. To inform us about anything else regarding an account (like Disputes, Bankruptcy, Contacts made by debtor with you, etc.) use the **“Post a note”** button mentioned above. Accounts that are submitted for Step 3 Contingency service cannot be self-stopped by you as Kinum controls the process. However, you must keep us informed about all updates regarding these accounts, and we will take the appropriate action. Kinum is legally entitled to their share of all payments received when the account is in Step 3 contingency collections, even if the debtor pays you directly.