

# HOW TO THRIVE IN A MARKET WITH INCREASING PATIENT RESPONSIBILITY

## A Compassionate Approach to Front End Collections

A study by TransUnion HealthCare revealed that total hospital revenue attributable to patient financial responsibility after insurance increased 88 percent between 2012 and 2017. Increasing patient responsibility makes it more vital than ever before to design compassionate, simple processes to capture front-end payments.

Trust our proven methodologies and start improving your front-end payment collection now. No lengthy assessments, just quick wins and immediate impact to your bottom line.

### PERMANENT SOLUTIONS

We've honed ways to address the root problems quickly, directly, and permanently. Our project focuses on common payment collection scenarios and utilizes a combination of technology and coaching to empower your staff to collect prior to service.

Whether it be copays, pre-payments, or previous balances, we work with you to develop repeatable processes and measurable results.

#### THE IMPROVEMENT PROCESS

*Payment Collection Culture Assessment, Scenario Scripting, and Training*

*- Real Time Eligibility Benefits Analysis and Automatic Filing*

*- Financial Assistance and Self-Pay Process Review*

*- Patient Estimate Goals and Roadmaps*

*- Reporting and Dashboard Optimization*

### RESULTS THAT STICK

*With 6 months to ROI, our short and affordable projects net big results that last.*

- ✔ Increased Front-End Payment Collection Dollars and Percentages
- ✔ Improved accountability for payment collection
- ✔ Decreased Bad Debt
- ✔ Management mentoring and coaching for continuous improvement
- ✔ Increased self-pay coverage identification
- ✔ Enhanced analytics & consumable data
- ✔ Improved Patient Satisfaction
- ✔ Improved change management



### Experts in Patient Access

*Experience you can trust, results you can count on*

**SCHEDULE A CONSULTATION**

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