

Patient Account Resolution Services

Statistics show it no longer makes sense to attempt to collect from patients in-house after 30 days.

Our US-based, state-of-the-art call center and digital engagement solution leverages analytics to efficiently and effectively resolve patient balances, not just saving you money but also driving higher patient satisfaction.



Collecting from Patients is Becoming More and More Challenging

- “Patient payments now account for 35% of provider revenue, the third largest source of provider income behind only Medicare and Medicaid,” according to a Forbes article, *What We Can All Do About Rising Healthcare Costs*. In 2000, patients paid just 5% of provider revenue.
- Crowe RCA Benchmarking Analysis found true-self pay patients generally paid about **6¢ on the dollar**. Patients who owed **out-of-pocket costs after insurance paid about 15.51% overall**
- A 2016 survey from Physicians Foundation found that **40 percent of patients have medical debt**.
- According to TransUnion, **68% of patients with bills of \$500 or less in 2016 did not pay the full statement balance within the year**. (Up from 53% in 2015 and 49% in 2014)

Focus on Patient Satisfaction

We take a human-centered approach to delivering the best patient experience for our clients. Whether an inbound or outbound engagement, we treat your patients with respect, empathy, and kindness.

Solution Benefits

- Decrease cost of collections
- Improve patient Satisfaction
- Accelerate time to collect
- Increase patient collections
- Eliminate hard collection agency fees
- Reduce bad debt
- Minimize statement costs by engaging phone calls earlier

How it works...

- Our rules-based engine times and triggers outbound emails, text messages, letters and calls to maximize the likelihood of connecting with patients using a variety of analytics.
- We use key indicators to match patients and group them into focused categories to resolve balances more efficiently.
- We engage patients based on outreach and platform analytics to determine the best frequency and time to reach them.
- We treat your patients with kindness and respect.
- We are compliant with the Fair Collections Practices Act.
- We use our background in physician practice management as the base for our approach to handling patient inquiries.
- We offer complete transparency; you can even listen to phone calls minutes after they take place.



Results

29%

**Connect
Rate**

58%

**Digital
Engagement**

98%

**Patient
Satisfaction**

Let us help you improve your patient collections. Visit our website or call 1.800.964.5129 to learn more.

www.medevolve.com

 practiceDNA

MedEvolve's Practice DNA advisory approach helps you cut through the clutter, with industry expertise and hands-on specialty practice experience that simplifies, clarifies and solves issues quickly, so you can spend more time caring for your patients.