Innovations to help ASCs make a difference with their patients



THE CHALLENGE:

Out-of-pocket healthcare costs continue to rise and have created a challenge for patients and providers alike. Patients are having difficulty finding a way to pay for their treatment and providers are strapped with increasing AR, cancellations, and the burden of becoming the bank for patients.

THE SOLUTION:

BHG Patient Lending, Simple Pay, and Clariti have come together to provide the ASC and Hospital market an integrated solution to communicate with patients pre-procedure, and alleviate the stress and surprise of financial responsibility.

How our easy, integrated solution works:

- Business office dashboard automatically receives patient data including demographic, insurance, and procedure-related information from the ASC's scheduling system.
- Once patient data is populated in the dashboard, an estimate is automatically calculated and populated into the patient's file.
- Staff members have access to view patient estimates and send communications directly to the patient using the integrated text and email capabilities.
- Patients review their estimated financial responsibility and make a pre-procedure payment by selecting the preferred payment method – with the options of affordable financing over time through BHG or a current credit card.
- Staff members can monitor patient payment activity and view whether financing through BHG has been approved or completed.

THE RESULTS:

Our pilot client had tremendous results which became evident within the first 60 days of implementation. In addition to an immediate financial impact, there was an overall improvement in operational efficiency and patient satisfaction.

Financial impact

79% increase in the amount collected from patients pre-procedure: Reduced time and expenses spent on post-procedure admin tasks with less patients needing a bill, monthly statement, or going into collections

Efficiency impact

100% of patients received pre-procedure communication and 94% engaged: Increased productivity by eliminating the administrative burdens of paperwork, collecting payments, estimating costs, and managing in-house payment plans

100% of those eligible for Patient Lending were offered the solution: Reduced patient stress regarding lack of cash-flow or putting a large expense on an existing credit card

33% of those offered BHG Patient Lending were interested in applying: Increased patient loyalty by providing an affordable option for patient to pay over time

BHG | Patient Lending Simple Pay clariti