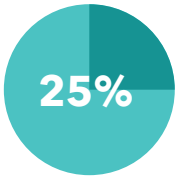


# ENHANCING THE PATIENT FINANCIAL EXPERIENCE

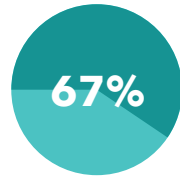
\$7.5 billion in patient payments goes uncollected each year.<sup>1</sup> But skyrocketing patient responsibility isn't just about your bottom line.



Americans who put off necessary care due in 2018 due to cost<sup>2</sup>



Americans that say they're not taking prescribed medication due to cost<sup>3</sup>



Portion of bankruptcies in the US related to medical debt

When patients can't afford the care they need, it negatively impacts outcomes, increases readmissions, reduces payer reimbursement, increases collections costs, and damages the provider-patient relationships.

## But it doesn't have to be this way.

By partnering with HBCS, hospitals and providers have experienced:



35% increase in self-pay collections



\$2.2M increase in self-pay collections in just 12 months



41% reduction in aged self-pay A/R



97% patient satisfaction



60% self-pay payments made via payment portal

For more than 35 years, hospitals and health systems have placed their trust and patient relationships in the hands of HBCS. Clients benefit through increased self-pay collections, reduced costs, improved payer reimbursements, and enhanced patient satisfaction and loyalty. Patients benefit by being able to afford the care they need when they need it.

### SOURCES

<sup>1</sup> <https://www.pymnts.com/wp-content/uploads/2019/02/Healthcare-Payment-Plans-January-2019.pdf>

<sup>2</sup> <https://www.cbsnews.com/news/nearly-40-of-americans-cant-cover-a-surprise-400-expense/>

<sup>3</sup> <https://www.medicaleconomics.com/news/assisting-patients-rising-costs-prescription-drugs>

<sup>4</sup> <https://ajph.aphapublications.org/doi/10.2105/AJPH.2018.304901>