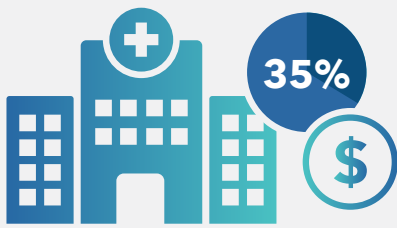


# COVID-19 IMPACT ON ALREADY THIN HOSPITAL MARGINS - AND WHAT YOU CAN DO ABOUT IT

Health systems and provider organizations were already struggling with self-pay collections and write-offs. Then came COVID-19.

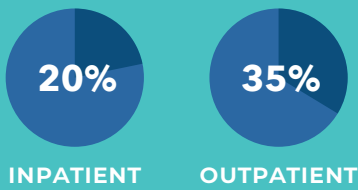


**PORTION OF HOSPITAL REVENUE COMING DIRECTLY FROM PATIENTS<sup>1</sup>**



**PRE-PANDEMIC REVENUE LOST TO UNCOLLECTED PATIENT PAYMENTS<sup>2</sup>**

## LOST PATIENT VOLUME DUE TO COVID-19<sup>3</sup>



**INPATIENT      OUTPATIENT**



**PROJECTED LOST HOSPITAL REVENUE IN 2020 FROM THE PANDEMIC<sup>4</sup>**

## HOW HEALTHY IS YOUR BOTTOM LINE RIGHT NOW?

A self-pay analysis from HBCS can help you find out where you stand now, as well as opportunities to achieve your revenue goals faster—both during the pandemic and beyond.

## HBCS CLIENTS HAVE EXPERIENCED:

- 41% reduction in aged self-pay A/R
- 35% increase in self-pay collections
- 12% decrease in self-pay volume
- 97% patient satisfaction rate
- 60% of monthly self-pay payment made via payment portal

HBCS has more than 35 years of experience focused solely on the healthcare industry. With ~~more than 500 certified billing and collection experts~~ and the most advanced revenue cycle technology, HBCS is the premiere partner to help improve long-term viability for health systems and physician organizations both now and after the pandemic has gone.

## SOURCES

<sup>1</sup> <https://www.forbes.com/sites/allbusiness/2017/06/28/what-we-can-all-do-about-rising-healthcare-costs/#3c3d75892f37>  
<sup>2</sup> <https://www.pymnts.com/wp-content/uploads/2019/02/Healthcare-Payment-Plans-January-2019.pdf>  
<sup>3</sup> <https://www.aha.org/system/files/media/file/2020/06/aha-covid19-financial-impact-report.pdf>  
<sup>4</sup> <https://www.aha.org/system/files/media/file/2020/06/aha-covid19-financial-impact-report.pdf>