

TRANSFORMING THE PATIENT FINANCIAL EXPERIENCE

The hospital payer mix has changed. Today, private and self-pay insurance accounts for 68.9% of a typical hospital's payer mix while Medicare and Medicaid represent 18.9% and 13.5% respectively.¹ This means collecting from patients is more important than ever. But it's also more difficult.

Medical Debt in the U.S.



Medical debt owed in the U.S.²



More than half of adults have medical debt of at least \$1,000 or more⁴



Estimated number of adults who carry medical debt³



Adults who have past-due medical debt⁵



Individuals who have medical debt in collections⁶

40% of U.S. adults say they're more afraid of medical debt than they are of getting a severe illness.



Impact on Patients⁸

- ▶ 63% have cut spending on basic needs
- ▶ 48% have used all or nearly all of their savings
- ▶ 40% have taken on extra work
- ▶ 28% have put off purchasing a home or educational pursuits
- ▶ 17% lost their homes or declared bankruptcy



Impact on Providers

- ▶ Higher collection costs
- ▶ Lagging A/R days
- ▶ Poor cash flow
- ▶ Increased write-offs



Making it easier for patients to pay is the first step in improving self-pay collections.

By transforming the patient financial experience with HBCS, hospitals and health systems 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 a 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 reimbursement, and enhanced patient satisfaction and loyalty. Patients benefit by being able to afford the care they need when they need it.

SOURCES

¹ <https://www.definitivehc.com/resources/healthcare-insights/breaking-down-us-hospital-payer-mixes#:~:text=Private%20and%20self%20pay%20represent,%2C%20or%2018.9%25%20payer%20mix>
² <https://www.physicianspractice.com/view/patient-as-a-payer-practice-solutions-to-deliver-comfort-confidence-and-convenience>
³ <https://kffhealthnews.org/news/article/diagnosis-debt-investigation-100-million-americans-hidden-medical-debt/>
⁴ <https://www.forbes.com/sites/forbesbusinessdevelopmentcouncil/2022/05/24/reimagining-the-patient-financial-experience/?sh=69bea697d959>
⁵ <https://www.rwjf.org/en/insights/our-research/2023/03/most-adults-with-past-due-medical-debt-owe-money-to-hospitals.html>
⁶ Ibid.
⁷ https://files.consumerfinance.gov/f/documents/cfpb_medical-debt-burden-in-the-united-states_report_2022-03.pdf
⁸ <https://kffhealthnews.org/news/article/diagnosis-debt-investigation-100-million-americans-hidden-medical-debt/>