

Client collects an additional \$5M while increasing patient satisfaction.

Challenge

This client of **402 beds and \$647M NPR** needed to improve balance after insurance, self-pay collections. The patient experience and self-pay collection rate was faulting partially due to confusing statements and the patient payment system.

Solution

- 1 Created clearer patient statements.
- 2 Optimized payment portal technology and processes.
- 3 Introduced a personalized patient experience resulting in increased self-service payments.

“*I have patients calling me every day thanking me for going to this vendor.*”

-Executive Director, Revenue Cycle

For more in-depth information about Self-pay Services and all our Revenue Cycle Management solutions, please visit SavistaRCM.com



Results

98%

quality ranking in HIPAA compliance, patient interaction and account resolution

35-40%

consistent achievement of an average collections rate for hospital, physician, one-day surgery and VNA

83%

of payments initiated by patients through on-line portal

<5%

abandonment phone call rate

<1 Min

speed to answer

About Savista

Over 30 years of Revenue Cycle Management Experience

More than 300 clients across 770+ facilities

Workforce with an average 7.5 years experience, and 20+ certifications including Epic