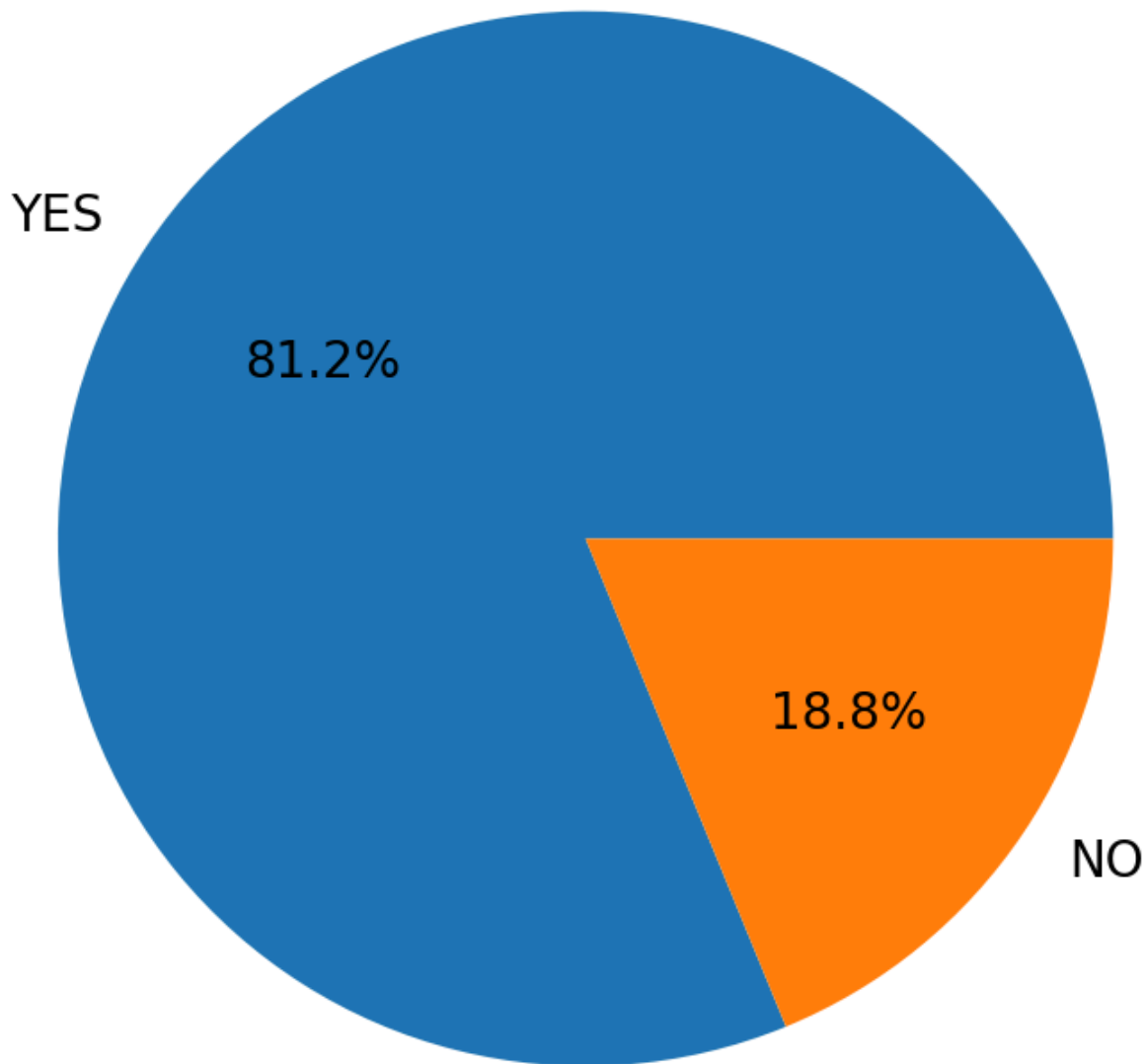


Verified vs unverified insurance

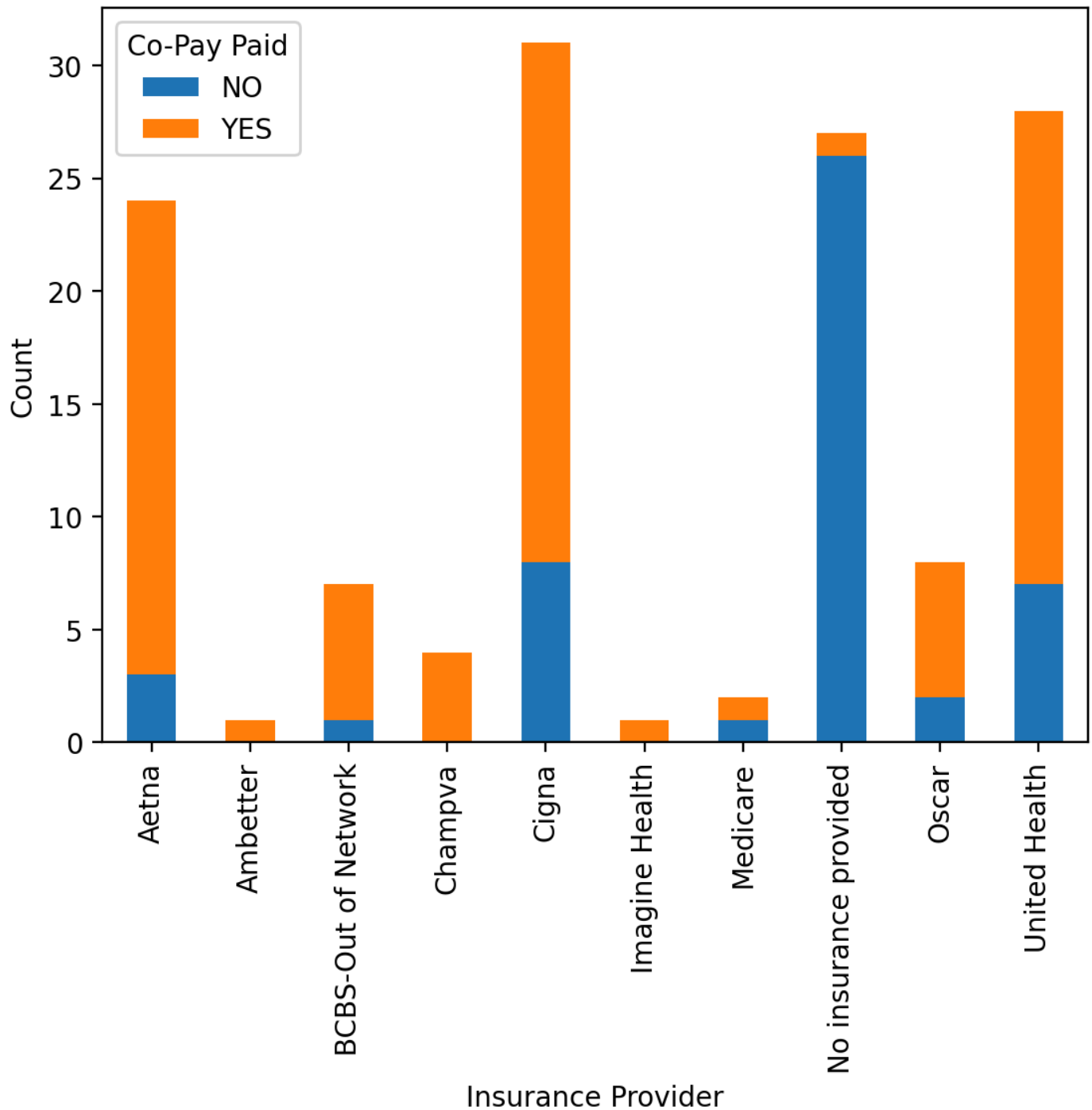
Around 1 in 5 of insurance carriers are unverified.

Insurance Verified	count
YES	108
NO	25



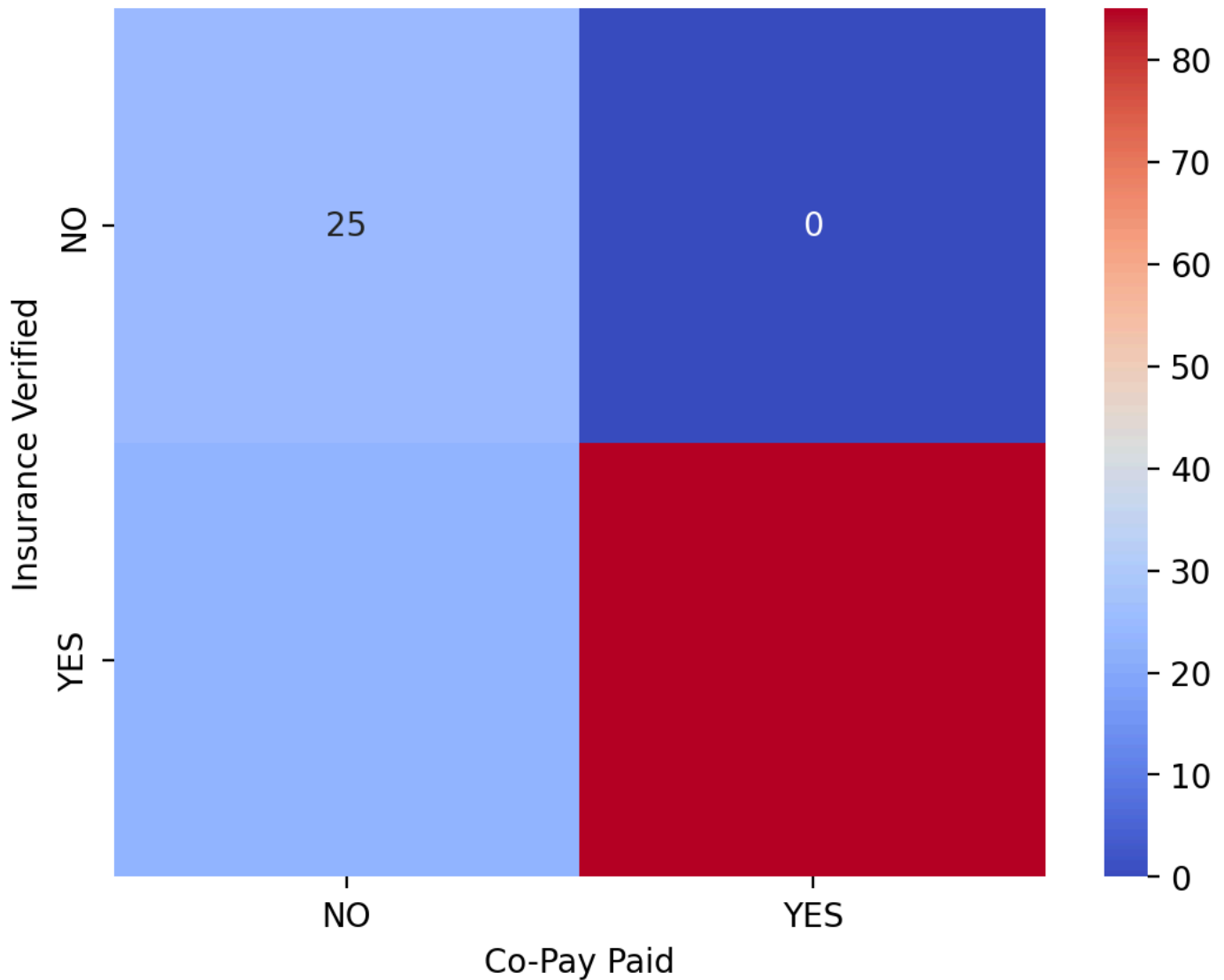
Co-Pay Paid Rates by Insurance Provider

Across most insurance providers, the majority of co-pays were paid. Cigna and United Health had the highest number of overall co-pays and the highest number of unpaid co-pays; however, even for these two providers, most co-pays were still paid. Notably, when no insurance provider was listed, the majority of co-pays were unpaid.



Verification - co-pay status heatmap

More than 80% of verified insurance are also co-pay paid, with no occurrences of unverified insurance. Only a few of the co-pays were not paid with both verified and unverified insurance.



Recommendations

- Use automated reminders such as through email or text message to improve verification
- Offer mobile payment option for co-pays
- Clearly explain verification and co-pay information at time of service