



Self-Pay Collections

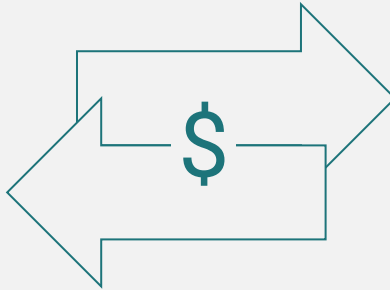
nThrive Speakers Bureau // Sample Presentation

What is Patient Liability?

Patient Liability is the amount owed by the patient for services rendered due to a shift in the cost burden from payor to patient or to a lack of insurance.

Patient Liability impacts both the insured, underinsured, and uninsured and can take a variety of forms

“True Self-Pay”
Coinsurance
Deductible
Co-Pay



Other Words for Patient Liability

Self-Pay
Self-Pay After Insurance
Patient Responsibility
Patient Portion
Cost Sharing
Point-of-Service Collections
“What I Owe”

Trends align with Patient Liability?



Complex Reimbursement landscape

Fate of health reform and alternative payment methods



Increase in Patient Responsibility

Shift of the cost burden from payors and employers to patients



Rise in Health Consumerism

Rising patient expectations for customer services in healthcare



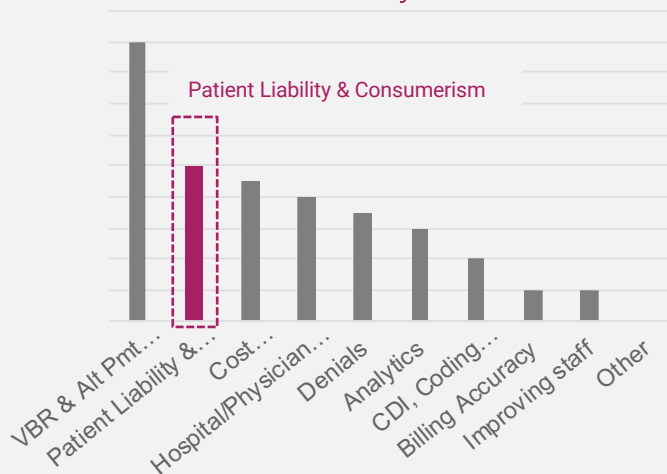
Rise in Cost and Utilization

Innovations, technology, pharma and increased utilization (aging population) drive the cost to deliver and cost to collect

If common goods increased at the same inflationary rates as healthcare costs, one dozen eggs would cost about \$55

Does Patient Liability Matter to Our Clients?

What is your greatest RCM need over the next 3 years?



43%

Of survey respondents feel that their organizations are **not adequately prepared** to handle increasing patient consumerism

56%

Of interview participants identified **patient access** as the top RCM function increasing in importance

Sources: nThrive A&M Research Report 2016

How does Patient Liability impact organizations?



Changing Payor Mix

"Self Pay" is now the 3rd largest payer behind Medicare & Medicaid¹

30% of hospital revenue now comes from patients²

Patient liabilities are more complicated—no longer just co-pays—and include cost sharing arrangements like coinsurance and deductibles



Increased Bad Debt

>80% of self-pay bills and 50% of patient responsibilities after insurance end up as bad debt³

A recent AHA survey indicates uncompensated care is a \$35.7B industry problem⁴

25% of insured adults (31 million people) are considered under-insured and lack the ability to fund their care⁵



Increased Cost-to-Collect

Patient payments require more resources to collect downstream

Providers can only expect to collect 50-70% of a balance after a patient visit⁶

From patients with high-deductible plans, providers are collecting about \$0.18 to \$0.34 on the dollar⁷

Self Pay Collections Solves for...



Compressed
Margins

Solution:
Increase Revenue
Decrease Expense

Improving the margin requires a positive impact to
REVENUE and / or a reduction in expense

In the context of patient liability:

Revenue Impact

Cash acceleration, reduction in bad debt

Expense Impact

Reduction in cost-to-collect



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