

Patient Financial Engagement Case Studies

"Implementing the PFE program has allowed us to focus more on providing top-notch care. By alleviating the financial burdens of sending statements and sending revenue to collections, we are able to deliver better care and make our providers available to patients 365 days a year from 10 a.m. - 10 p.m."

Brigid Hartmann, Office Manager,
Express Urgent Care

DECREASE

80%

decrease
in patient accounts receivable

70%

decrease
in patient responsibility dollars
sent to collections

80%

decrease
in statements mailed to patients

Express Urgent Care

About Express Urgent Care

Express Urgent Care is an award-winning physician owned walk-in clinic in Blaine, MN that specializes in high-quality, timely, and cost-effective medical treatment. A convenient alternative to the emergency room, Express Urgent Care is equipped with the best in modern technologies and equipment to effectively diagnose and treat patients with a variety of injuries and illnesses.

The challenges:

The inability to collect patient responsibility dollars was causing financial complications for Express Urgent Care. A large number of statements were being sent out to patients, too many unpaid bills were being sent to collections, and they were writing off too much revenue as bad debt. They needed a solution to stay financially viable as a small business.

The solution:

In April of 2010, Express Urgent Care implemented Payspan's [Patient Financial Engagement \(PFE\)](#) solution and saw an immediate improvement in their office workflow and an increase in patient payment collections.

Payspan's [Patient Financial Engagement](#) solution promotes a financial dialogue between patient and provider, increasing practice revenue by ensuring collection of patient responsibility dollars at the point of service. By communicating clearly the amounts owed for services provided and offering multiple payment options, collecting payment becomes a part of the standard patient encounter.

"I think a lot of people understand why we are asking for payment authorization upfront and they appreciate the convenience."

Debbie Lodato, Administrative Staff, Express Urgent Care



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“Payspan’s secure and recurring payments options are convenient for patients and help improve their overall experience.”

**Mary Ann McNeill, Practice Manager
at Cary Dermatology Center**

Cary Dermatology

The health care market has drastically shifted over the last decade impacting both patients and providers in equally vital ways. The biggest shift has been in deductibles and patient financial responsibility.

Prior to using Payspan's **Payment Financial Engagement (PFE)** solution, Cary Dermatology didn't have the capacity to verify insurance coverage for every patient encounter. Since implementing PFE, Cary Dermatology staff can quickly verify patient eligibility and benefit details while offering patients multiple automated payment options for balances due all in one place. Payspan helps reduce the time spent on administrative processes by three to five minutes per visit.

With more than 200 customers a day, Cary Dermatology patients appreciate the added convenience and choice of using automated and recurring payments.

“With Patient Financial Engagement we've been able to reduce the amount of refunds we issue, reduce patient statements mailed each month by 15% and reduce the time it takes us to verify insurance coverage by 70%.”

Mary Ann McNeill at Practice Manager at Cary Dermatology Center

DECREASE

70%

decrease
reduction in time spent
verifying patient eligibility
coverage

15%

decrease
in statements mailed
to patients



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Tampa Bay Imaging

Before being introduced to Payspan's Payment Financial Engagement (PFE) solution, Tampa Bay Imaging was using a basic card reader and manual processes. With the change in healthcare requirements and growth in business, they saw the need for a tool to help streamline their processes for continued growth and scale.

Using PFE, Tampa Bay employees now have access to a system that can run future settlements, securely store cards on file, automate payment plans, and allow patients to pay their bill online. Ultimately PFE has allowed Tampa Bay Imaging to increase their ability to collect patient's financial responsibility at the point of care and decrease their cost during the process.



“The huge adoption of high deductible health plans and the significant increase in patient financial responsibility lead our business to need an efficient way to secure payment from patients prior to care. Payspan’s future settlements provide us with the ability to capture their credit card information and run their responsibility after their insurance company remits payment and the patient responsibility is clearly defined. This has saved our team significant time and effort which has saved the business a considerable amount of money.”

Kelly Hutchins, Director of A/R at Tampa Bay Imaging

How It Works:



Integration



Encounter



Eligibility



Estimation



Payment Options



Reporting

