

How CHRISTUS Trinity Mother Frances Health System accomplished market distinction in a competitive market and increased collections



Prior to CarePayment Partnership

- Experienced a troubling decrease in collections and loss of revenue year-over-year.
- Wanted to reduce bad debt and drive patient loyalty.
- Used an early-out vendor to collect on patient payments.

CarePayment Solution at CHRISTUS Trinity Mother Frances

- Comprehensive program with CarePayment's opt-in (Patient Choice) and pre-bad debt (Patient Assign) solutions.
- Patients offered 25-month payment plan for balances due.
- Patients can opt-in to program at any time prior to moving to bad debt.
- Accounts past due and unresponsive after 30 days, assigned to CarePayment and offered the payment plan.
- No application process, every patient qualifies.
- Custom co-branded marketing program for patient education and outreach.
- Compassionate in-house call center for program support.
- Omni-channel communication and payment options.

Results

In 2019, CarePayment has generated:

- \$5.8M in net cash
- Funding from program equates to .4% of total NPR
- 22,600 new patients
- 48,300 patients touched by program

Non-profit regional health care provider based in Tyler, Texas

6

hospitals

36

clinics and outpatient centers

350

physicians

4,400+

employees

\$786M

Net Patient Revenue (FY 2019)

