

Now North Kansas City supports the community and empowers patients



Background

- Committed to caring for their community, NKCH took in patients regardless of their ability to pay.
- Attempted to collect in-house with long-term payment plans, but often could not stretch payment plans long enough to truly help patients who couldn't pay in full.
- Due to this, NKCH racked up approximately \$3M in bad debt over a six-month period.

CarePayment Solution

Creation of the NKCH program:

- 0.00% interest patient financing solution
- 6-24 month payment plans based on the patient's medical bill
- Customized, co-branded messaging NKCH's website and patient statements, driving success for the program overall

Results

Since 2015, CarePayment has generated:

- \$32.2M increase in cash
- 352% in net cash collection improvement
- 105,660 patients touched by the program

451

bed nonprofit, acute care located in North Kansas City, Missouri with award-winning cardiovascular and orthopedic programs.

49

medical specialties

3,000

employees

280,000

patients served annually

500+

physicians

Specialties

Cardiovascular, cancer, orthopedic, hospice