

How Christus Trinity Mother Frances Health System accomplished market distinction in a competitive market



Background

- Using an early-out vendor to collect on patient payments
- Looking to eliminate bad debt for patients and drive patient loyalty
- Noticing decrease in collections and loss of revenue year-over-year

CarePayment Solution

Creation of the Christus Trinity Mother Frances program:

- Eliminated use of early-out vendor
- Accounts past due after 30 days, deferred to CarePayment
- 6-72 month payment plans offered to patients based on amount of medical bills

Results

Since 2014, CarePayment has generated:

- \$25M increase in cash
- 227% improvement in net cash collection rate
- 392,000 patients touched by the program

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

600+

services and facilities

60+

hospitals and long-term care facilities

350+

clinics and outpatient centers

4,400+

employees