

How Metro Health boosts financials while providing low-cost community wellness programs



Background

- Wanted to differentiate in a highly-competitive market
- In need of a stable funding base during uncertain economic times to fund expansion and reinvestment activities
- Hardworking community members trusted Metro Health and wanted to pay their bill, but needed options and time

CarePayment Solution

Creation of the Metro Health program:

- Traditional charity care
- Discounts for uninsured patients
- Live Healthy lectures and health screenings
- CarePayment's 25-month, interest-free payment plan option

Results

Since 2009, CarePayment has generated:

- \$55.2M increase in cash
- 44% increase in net cash collected
- 700,520 patients touched by the program

208

bed general acute care osteopathic teaching hospital

20

physician practices across the Grand Rapids, Michigan area

1

cancer center developed in partnership with University of Michigan Department of Radiation Oncology

1

childbirth center

500

medical staff

250,000

patients served