

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



Prior to CarePayment Partnership

- 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 at Metro Health

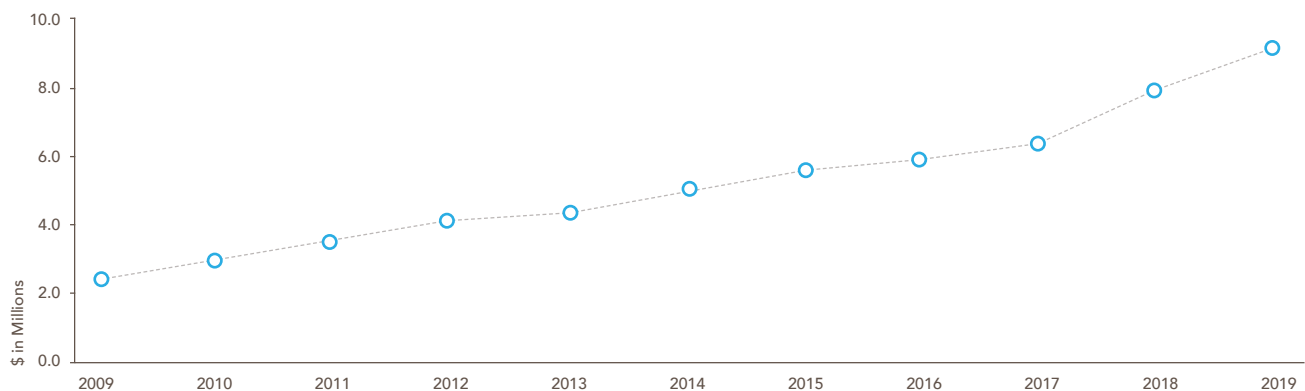
- Traditional charity care
- Discounts for uninsured patients
- Live Healthy lectures and health screenings
- Offer up to 48 months, interest-free payment plan option, with hardship offers available

Results

In 2019, CarePayment has generated:

- \$8.7M in net cash
- Funding from program equates to .6% of total NPR
- 31,100 patients touched by program

Year-over-Year Net Funding



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

\$441M

Net Patient Revenue (FY 2019)

500

medical staff

250,000

patients served