

How North Kansas City supports the community and empowers patients



Prior to CarePayment Partnership

- Provided healthcare services to its community for over 60 years.
- Managed all AR solely in house.
- Had difficulty collecting timely on long-term, higher-dollar accounts.
- In many instances, payment plans did not extend long enough to truly help patients or the hospital.

CarePayment Solution at North Kansas City Hospital

- Through this partnership, NKCH became the first hospital in Kansas City to offer a 0.00% interest patient financing solution option that helps patients better manage their medical expenses.
- 6 to 36-month payment plans based on medical bills, with hardship offers available.
- Customized, co-branded messaging on the website and patient statements help drive overall program success.

Results

In 2019, CarePayment has generated:

- \$7.6M in net cash
- 9,100 new enrollments
- 14,800 members touched by program annually
- Less than 7% default rate on engaged accounts

451

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

49

medical specialties

\$457M

Net Patient Revenue (FY 2019)

3,000

employees

280,000

patients served annually

500+

physicians

Specialties

Cardiovascular, cancer, orthopedic, hospice

Year-over-Year Net Funding

