

How North Kansas City Hospital supports the community and empowers patients



Prior to CarePayment Partnership

- 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 could not pay in full.
- Due to this, NKCH racked up approximately \$3M in bad debt over a 6-month period.

CarePayment Solution at North Kansas City Hospital

- 0.00% interest patient financing solution.
- 6 to 36-month payment plans based on the patient's medical bill, with hardship offers available.
- Customized, co-branded messaging NKCH's website and patient statements, driving success for the program overall.

Results

In 2019, CarePayment has generated:

- \$7.6M in net cash
- Funding from program equates to .78% of total NPR
- 9,100 new patients
- 14,800 patients 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

\$506M

Net Patient Revenue (FY 2019)

3,000

employees

280,000

patients served annually

500+

physicians

Specialties

Cardiovascular, cancer, orthopedic, hospice

