

The Case for Patient Liability Estimates

The Challenge

As healthcare costs continue to rise, patients are finding more and more of these costs coming out of their own pockets in the form of higher premiums, deductibles and copayments. Providers, in turn, are facing their own challenge of collecting a growing portion of their revenue from patients, a process that entails significant work and cost.

According to a 2017 Black Book survey, patients have experienced a 29.4% increase in deductible and out-of-pocket maximum costs on average since 2015.¹ This is an issue as uncompensated care costs have been steadily increasing. An American Hospital Association survey shows that uncompensated care costs increased by \$42.5 billion dollars from 1980-2013. This has been exasperated by patients that are unable or unwilling to pay higher healthcare costs, leaving providers scrambling to make up the difference.

With the ever-increasing patient responsibility and rise in uncompensated pay, healthcare providers are constantly looking for ways to improve payment rates without creating a negative experience for patients.

This white paper discusses how utilizing patient liability estimates may help decrease the number of non-paying patients by better preparing them prior to their procedure.

The Solution

TruBridge's web-based Patient Liability Estimate solution allows your staff to generate and print patient-friendly, facility-specific estimates that can be used to discuss the potential charges before the procedure.



By utilizing your facility's historical claim data, remittance information and defined procedure profiles, your staff has access to extremely accurate estimates thanks to a proprietary system that calculates statistics based on the procedures you complete, bill for and are paid, not nationally compiled numbers.

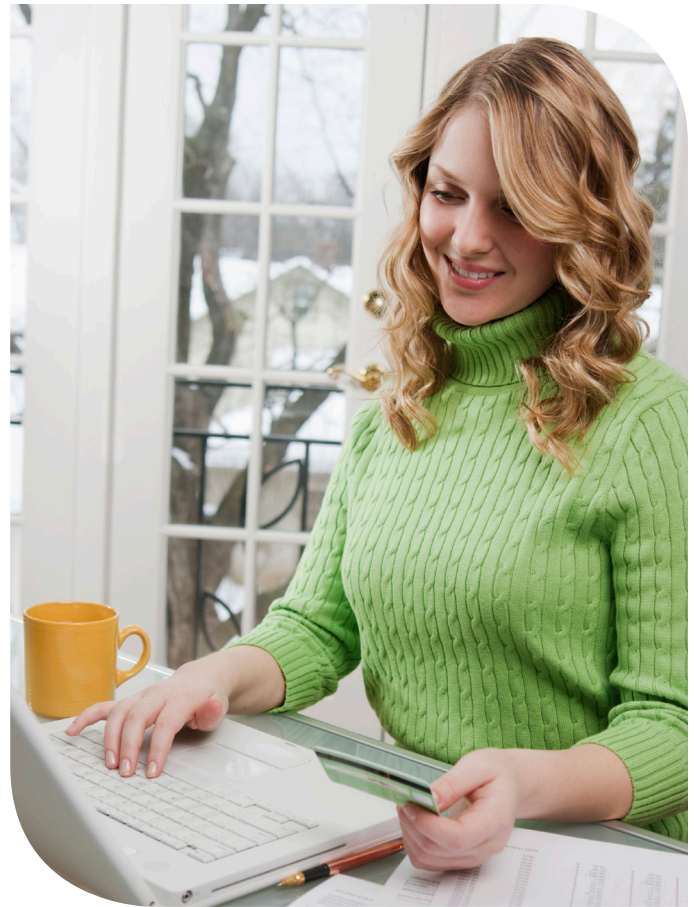
Liability estimates are automatically archived for search-ability, and the solution can also be configured to allow estimates to be created on your facility's website.

With TruBridge's Patient Liability Estimate solution, your staff will spend less time tracking down the information needed for a concise estimate. They can simply enter the patient's information and select the proper procedure profile to receive a clearly formatted patient liability estimate letter, complete with your healthcare facility's letterhead and diction that can be printed and given to the patient.

Conclusion

When you utilize a patient liability estimator, you are in a better position to receive payment. By working with your patients to better understand what their insurance is expected to pay, and what portion they will be responsible for, it lowers bad debt.

Payment recovery has become a growing obstacle for survival in the healthcare world. Improve the odds of your facility receiving payment with the power of TruBridge's Patient Liability Estimate solution.



**Want to learn more about our
Patient Liability Estimate Solution?**

Contact TruBridge to learn more.

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¹ <https://blackbookmarketresearch.newswire.com/news/providers-driven-to-implement-patient-centric-financial-solutions-as-20015628>