

# Leveraging ACH for Electronic Patient Payments

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# Growth of Patient Payments in Healthcare

- “The healthcare payments markets is growing at a 9% compound annual growth rate (CAGR) and will reach US\$4 trillion by 2016”
- “The patient-to-provider payments segment, which includes out-of-pocket payments, co-pays, and post-adjudication payments, currently represents close to 11% of the overall healthcare payments markets; this percentage will increase to approximately 14% over the next five years”
- “By year-end 2014, U.S. patient-to-provider payments will grow to an estimated \$381 billion, from \$270 billion in 2010”

**– Aite Group**

# ACH for Patient Payments

- ACH plays a crucial role in ERA/EFT commercial and government payments to providers, but this extends to patient payments as well
- All payments channels are an opportunity for ACH processing – online, in-person, phone-based
- Cost savings over traditional check payments are substantial, not just in direct processing expense but also interrelated business processes

# Benefits of ACH for Patient Payments

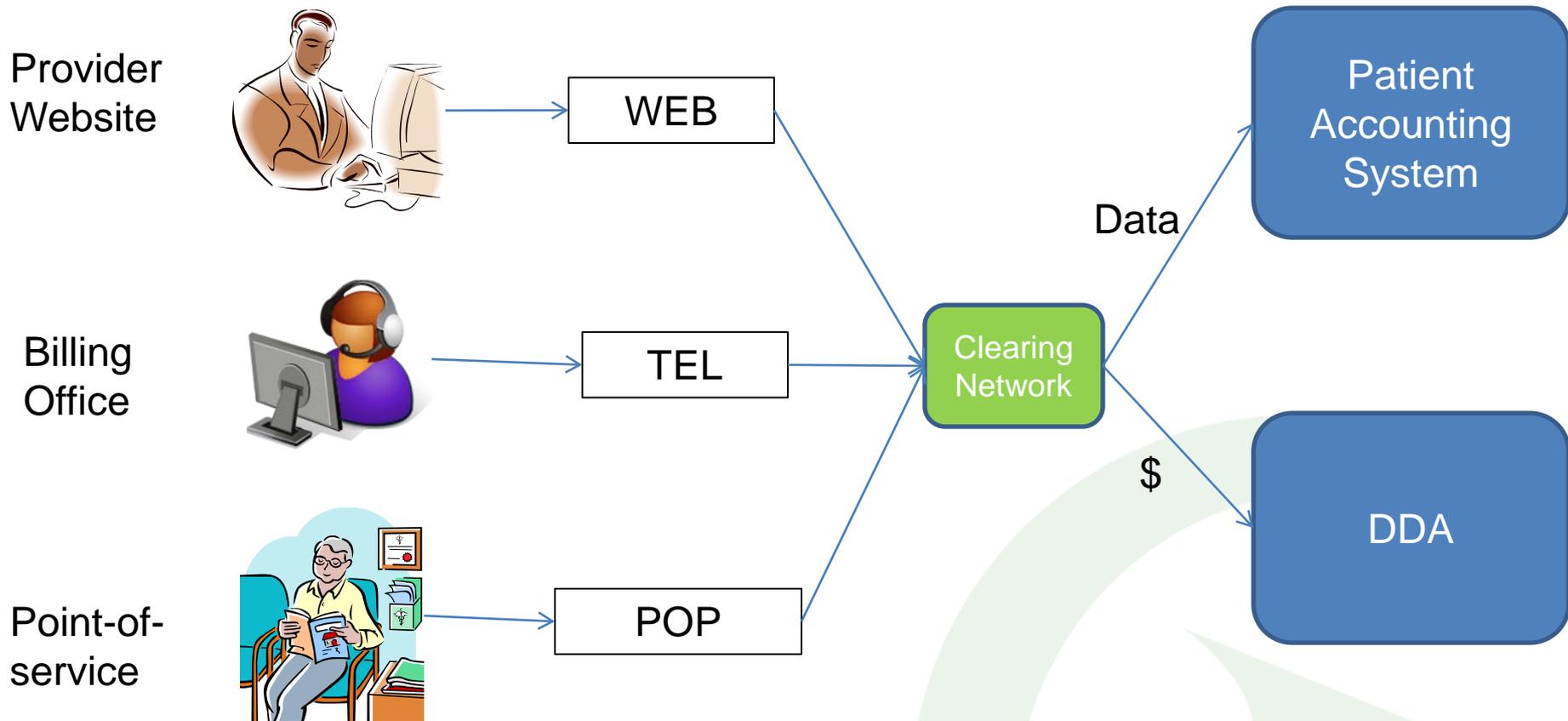
## Benefits to Providers

- Lower transaction cost
- No need to rekey info from paper
- Faster availability of funds
- No “orphan” payments that require research
- Easy lookup of historical payments
- Improved reporting

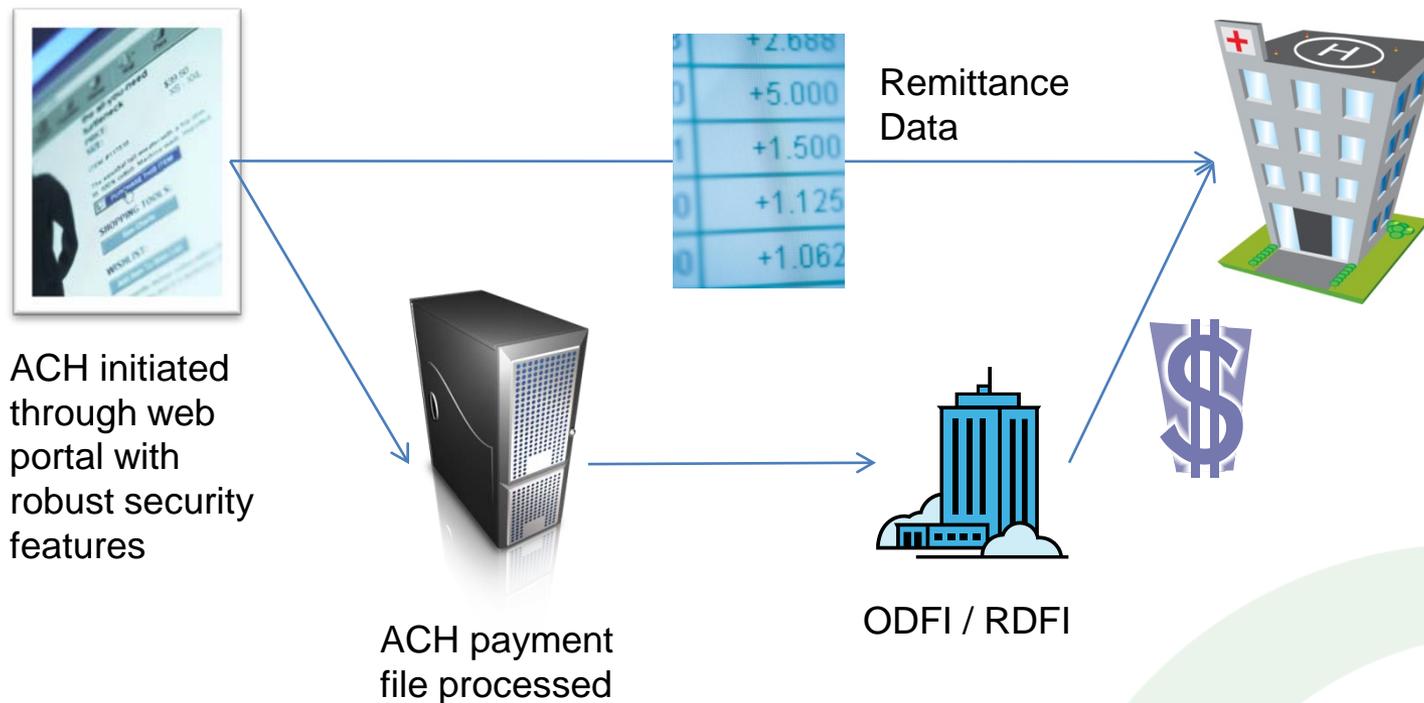
## Benefits to Patients

- Better option than card for many patients
- Environment with robust security features
- No waiting for payment confirmation
- Who likes writing checks?

# ACH Spans Patient Payment Channels



# Workflow Automation of ACH Patient Payments



“Over time, it should be possible to automate the full cycle of information and payment flows in healthcare, from the submission of claims to the receipt of payments and reconciliation. The development of an automated payment network would reduce bad debt, cut administrative costs, and save billions of dollars.”

- McKinsey

# ACH for Patient Pay – Factors to Consider

## For Providers

- Do we offer patients an easy way to submit payments through our web site in an environment with robust security features?
- Do we offer a complete set of payment options?
- Have we automated billing office workflow for electronic payments?

## For Banks

- Do our healthcare provider clients have access to patient revenue cycle solutions?
- Do we help providers manage both dollars and data for electronic patient payments?
- Are we helping to reduce the direct and indirect cost of patient payments?



# IASIS Healthcare

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Elisabeth Duhon  
Director, Revenue Cycle Management

# About IASIS Healthcare

- IASIS is a leading owner and operator of medium-sized acute care hospitals in high-growth urban and suburban markets.
- IASIS owns or leases 18 acute care hospital facilities and one behavioral health hospital facility with a total of 4,365 licensed beds and has total annual net revenue of approximately \$2.6 billion.
- These hospital facilities are located in seven regions: Salt Lake City, Utah; Phoenix, Arizona; Tampa-St. Petersburg, Florida; five cities in Texas, including Houston and San Antonio; Las Vegas, Nevada; West Monroe, Louisiana; and Woodland Park, Colorado.

## IASIS Physicians Group – Online

- Five Physicians Groups: Texas, Louisiana, Utah, Arizona, Florida
- Deployed new website for each group in 2011
- Set up environment with robust security features, HIPAA-compliant, online payment portal for each group, linked from home page
- ACH payment options include personal checking, personal savings, and company checking
- Patients and Billing Office staff can view invoices and initiate payments through portal
- Auto post file to McKesson, migrating now to NextGen

# Electronic Payment Portal – Utah Group

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# Benefits of ACH Patient Payments to IASIS

- Increased patient satisfaction through multiple payment type options
- Accelerated availability of funds
- Automated payment posting reduces manual work and rework due to posting errors

# Questions?

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Thank You!

