

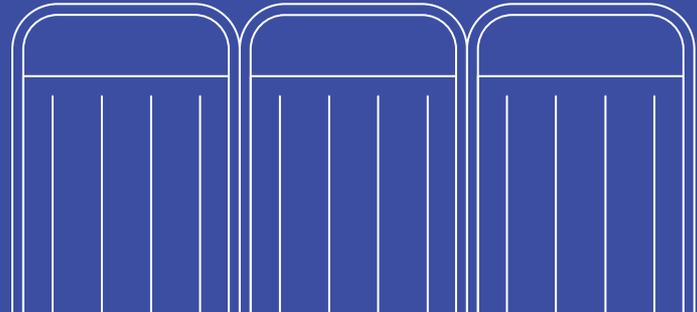


The Patient Payment Conundrum:

The Impact on Providers and their Patients



AblePay[®] 



Presenters

John Fistner

Founder and CEO AblePay - 2016
Founder JDR - 2012
Former Health System CFO/COO

Shelly Soupir

AblePay - SVP Provider Markets
Atlas Health - National Accounts
Change Healthcare - Senior Sales Director





**Americans check their
phone once every ten
minutes**





AFFORDABILITY is
the “Root Cause” of poor
patient collections



Healthcare in the US is expensive





Since 2000, hospitals have
provided **\$745 billion** in
uncompensated care



\$43 Billion

in uncompensated care 2020



Go to menti.com and use the code 6758 0781

Have you ever avoided care because of cost?



MH

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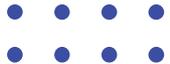
Healthcare affordability affects all household incomes

1 in 3

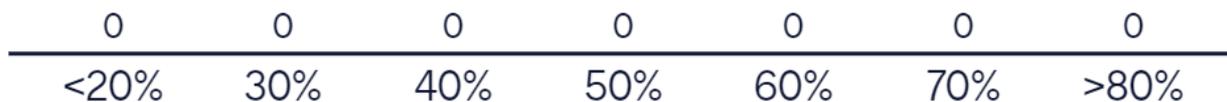
Americans did not seek care due to cost

1 in 5

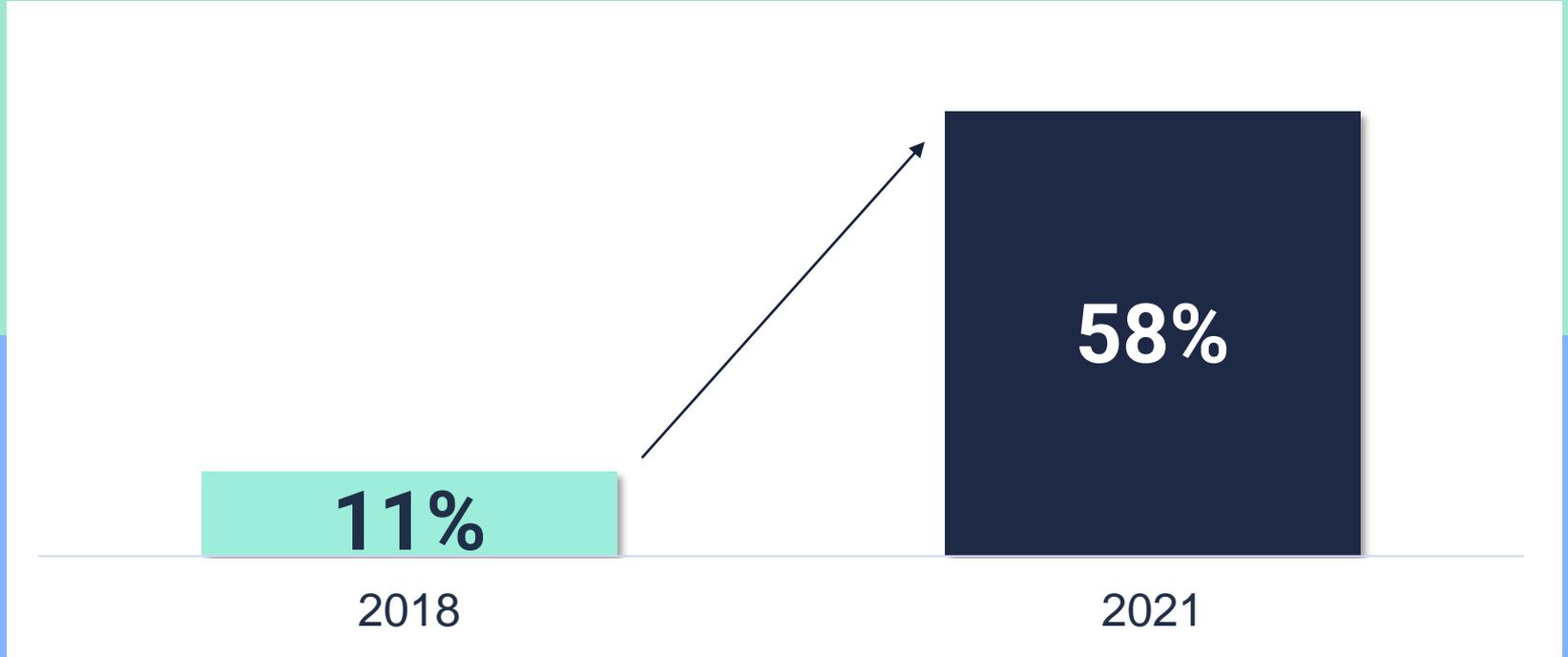
Among higher-income households, earning more than \$120,000 annually



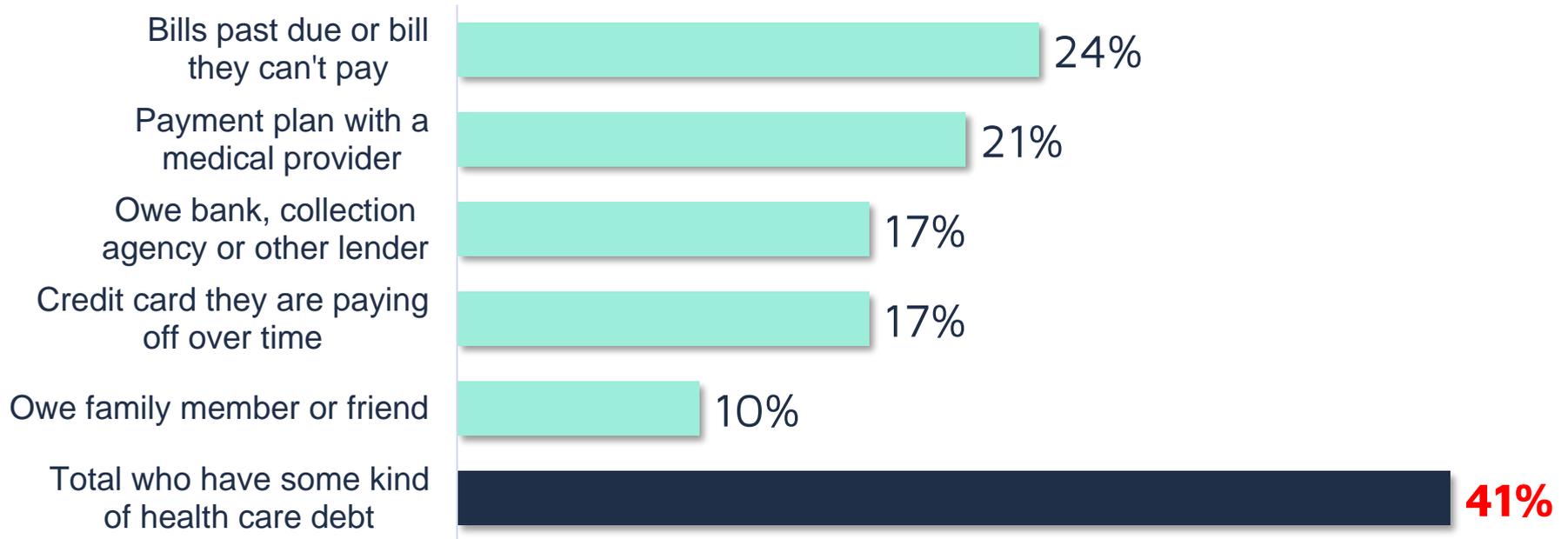
What % of your bad debt comes from INSURED patients?



Most Uncompensated Care comes from Insured Patients



41% of Americans currently have medical debt



THE DAILY NEWS

www.patientpaymentnews.com

THE WORLD'S FAVOURITE NEWSPAPER

- Since 1879

Should Health Systems Become Banks?

What grade would you give the U.S. health care system overall?

share of respondents (2,519 people surveyed)

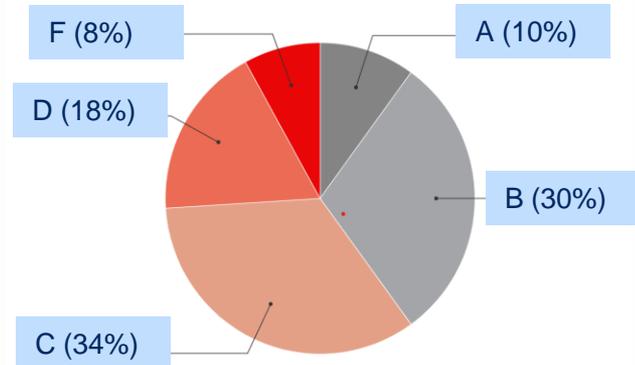


Chart: Elijah Wolfson for TIME • Source: Harris Poll

TIME

Biden administration cautions consumers about medical credit cards

May 4, 2023

Source: Becker's Hospital Review

Many patients would be better off without medical credit cards, the Consumer Financial Protection Bureau says.

In a report published May 4, the federal agency said patients often do not understand the terms of medical credit cards and end up with more credit than they can afford.

CFPB report shows medical card debt is 'a symptom' of U.S. health care, expert says

May 13, 2023

Source: Yahoo Finance

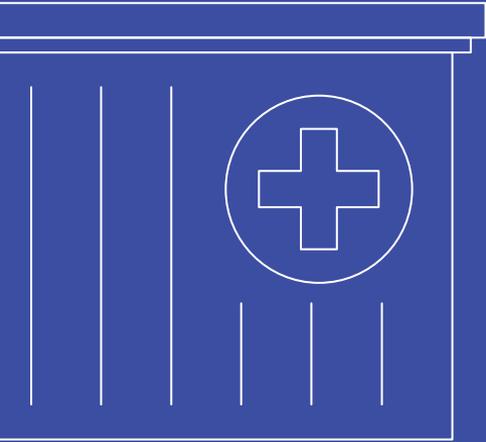
An estimated 41% of Americans are grappling with medical debt of some kind. Medical credit cards typically offer deferred interest payment period for many of these charges. Between 2018 and 2020, however, people paid \$1 billion in these payments for charges, according to the CFPB findings, on top of \$23 billion in overall expenses.

Exclusive: More Than 70% of Americans Feel Failed by the Health Care System

May 16, 2023

Source: Time Magazine

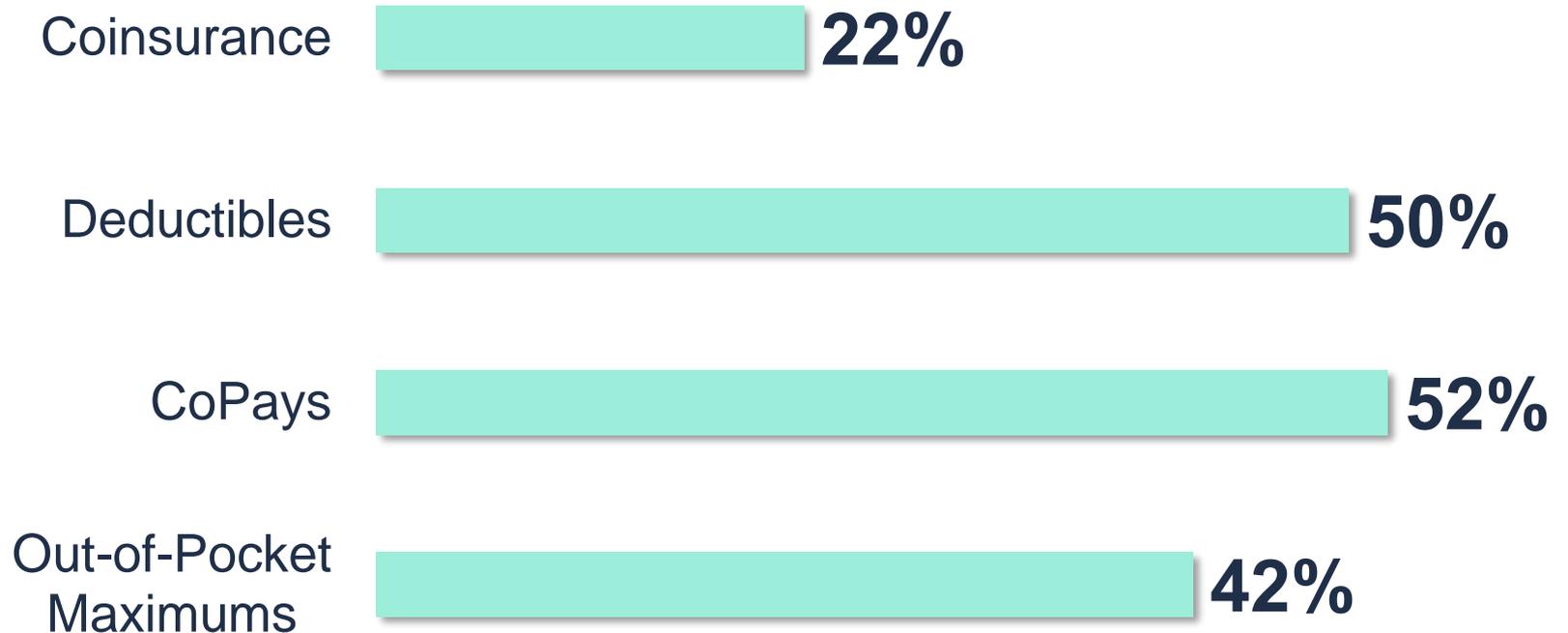
The new Harris Poll survey, which was conducted from February to March 2023 and commissioned by the American Academy of Physician Associates, shows that patient satisfaction is also suffering due to the **high costs**, inaccessibility, and **confusing** logistics of U.S. medical care.



Health Insurance Literacy is compounding the problem



Patients just don't understand



Go to menti.com and use the code 6758 0781

What is your collection rate on total patient out-of-pocket responsibility?



MH

Account



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Got feedback?

So how much of the patient out-of-pocket responsibility do Providers collect?



Collection rates decrease over time and with larger balances

Which patient payment solutions do you find most valuable?



AblePay is an endorsed Partner of...



AblePay is disrupting the patient payment experience



01

Make care more **affordable** by offering savings to every patient

02

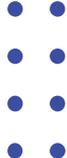
Give patients **flexibility** in choosing the payment terms best for them

03

Provide a **convenient** & easy payment platform

04

Offer free **advocacy** support services to everyone





#10

In Pennsylvania

#22

In Health Services

#381

Overall Ranking

AblePay Sample Partners



CURATED HEALTHCARE SOLUTIONS

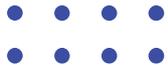
How It Works

1. AblePay contracts with Provider 
2. Provider offers AblePay directly to their patients
3. Patients become AblePay Members
4. Provider bills AblePay, AblePay pays Provider, Members pays AblePay



Patient Benefits

- Provide savings – up to 13%
- No interest – EVER!
- No cost to patient
- Access to more affordable care
- Flexible payment terms
- Team of advocates
- Accept everyone
- No credit check

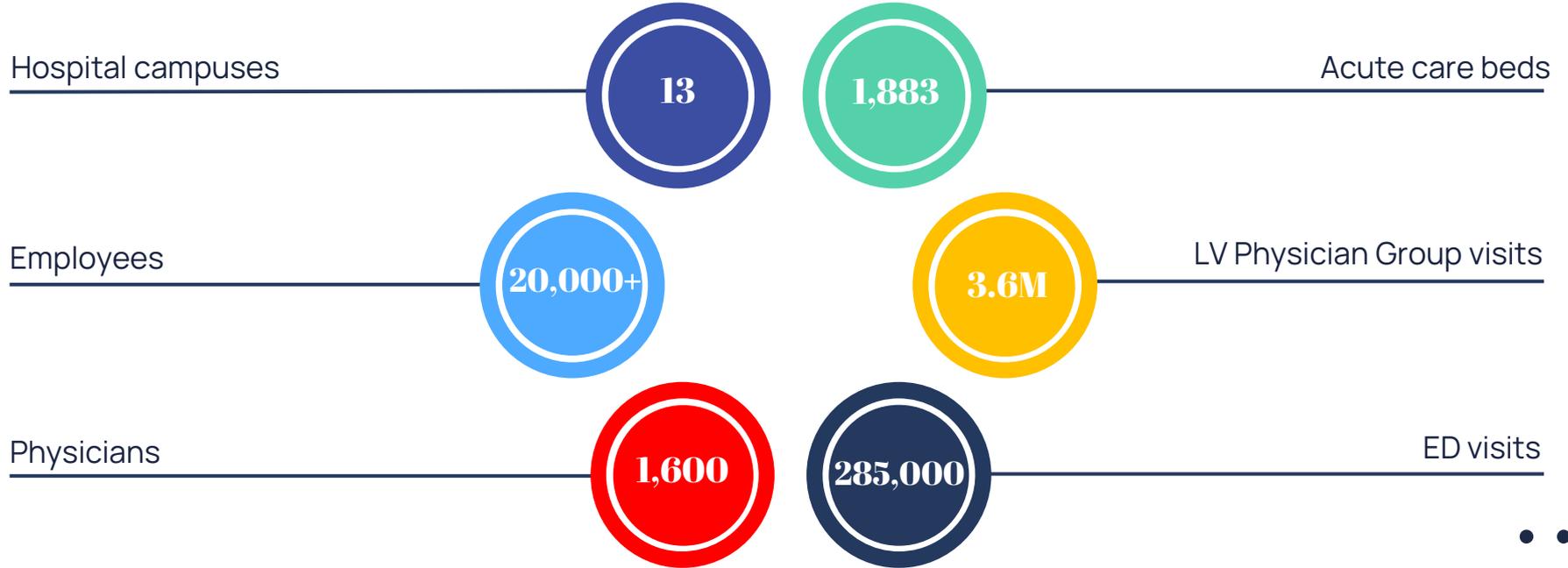


Provider Benefits

- Dramatically increase revenue
- Collection cost removed
- Non-recourse
- Reduction in Patients avoiding care due to cost
- Reduction in days to collect
- Easy implementation/No Tech
- No change to current workflows/vendors
- Improve patient experience



Lehigh Valley Health Network



Case Study Methodology



Two primary components to the case study:

- Length of Study – data was tracked over a 4-year period from 2018-2022
- Study Scope – Payment collections and service utilization was recorded before and after enrollment in AblePay

LVHN Case Study

4-year lookback on prior payment behavior

Increase over historical collection rate

47%

38%

Previously paid nothing at all

Increase in revenue per patient

43%

23%

Had prior Bad Debt

Had no prior services

17%

83

Reduction in days to collect



AblePay Member Survey

Performed on entire membership

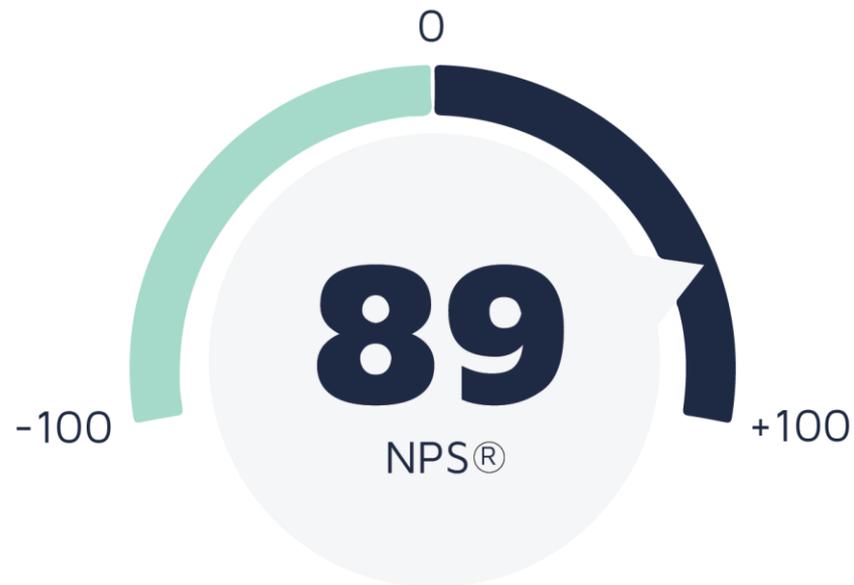
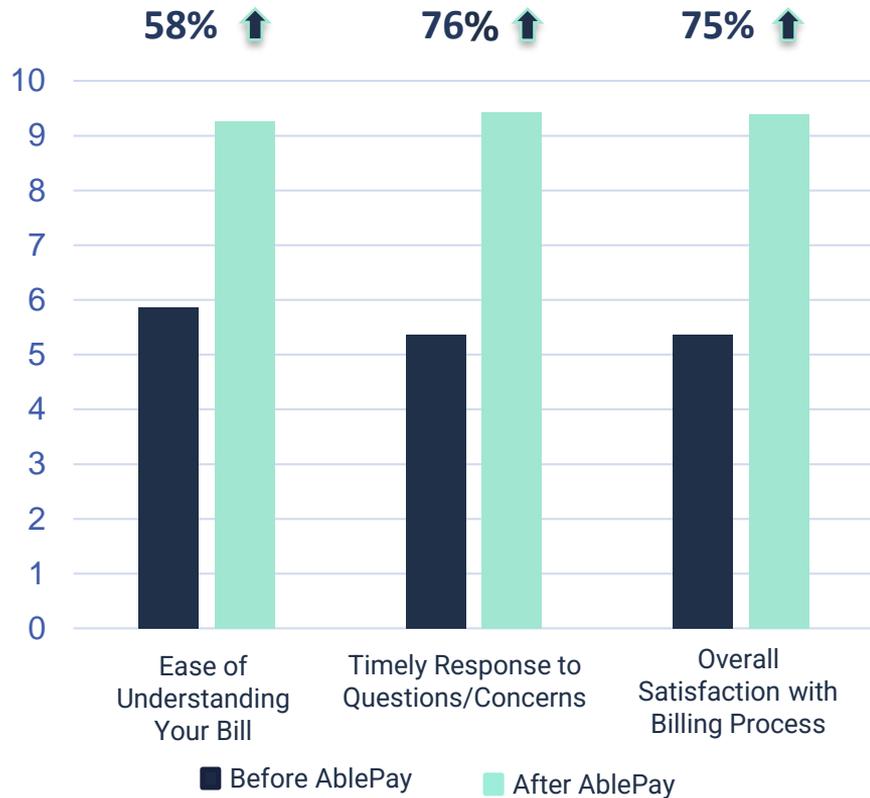
Prior to having AblePay, did you ever forgo or postpone receiving care due to the cost?

31%

Now that you have the financial security and protection of AblePay, have you received care that you otherwise would have forgone or postponed due to the expense?

20%

LVHN Patient Experience Results



Revenue Impact



Contact

Shelly Soupir, SVP Provider Markets

Shelly.Soupir@ablepayhealth.com

402.651.2103

Becker's Presentation

“How Lehigh Valley Health Network and others are increasing revenue while addressing patient affordability”

