

CHANGE
HEALTHCARE

Clearance Patient Access Suite

Greatest Hits



Inspiring a Better Healthcare System

Hospitals across the U.S. are gaining financial visibility and realizing measurable benefits through use of the comprehensive Clearance Patient Access Suite with Ahi QA and Ahi Lobby.

Increased Collections

- **\$1M:** Munson's increase in overall upfront collections (including nearly \$600K from pre-registration alone, in one year)
- **30%:** Health First's increase in point-of-service collections (approx. \$3M)
- **26%:** Increase in point-of-service collections, when St. Luke's began using Clearance Patient Access Suite for a seamless patient estimation and collection experience
- **\$1.5M Goal:** Two-thirds of Gwinnett Medical Center's collection goal was achieved in just six months, a 62% increase in monthly revenue collection

Cleaner Claims and Decreased A/R Days

- Calvert Memorial Hospital improved their claims pass rate by 15% to achieve a 95% initial pass claim rate
- Calvert Memorial Hospital decreased A/R days from 47 to 38 (net 34)
- Bellevue Hospital decreased A/R days from 51 to 43

Reduced Bad Debt Write-Offs

- Reduction of bad debt write-offs/undocumented charity by Health First. (approx. \$4M)

Enhanced Patient Satisfaction

- St. Luke's ranked in customer satisfaction for the patient bill estimation, financial counseling, and collections experience

Improved Resource Alignment and Streamlined Processes

- Health First added a fourth hospital without adding staff
- Calvert Memorial Hospital reduced claims staff by two FTEs and transferred them to Financial Counseling
- Munson Healthcare performed transactions up to 20 times faster with the use of Worklists in Clearance
- The Bellevue Hospital eliminated paper registrations and decreased patient wait times by 55%; current wait times now average 10 minutes

Help Increase Collections, Decrease A/R Days, and Reduce Write-offs

Benefit from cleaner claims, enhanced patient satisfaction, and improved resource alignment using Clearance Patient Access Suite with Ahi QA and Ahi Lobby

About the Featured Organizations

Gwinnett Medical Center is a 553-bed, two-hospital health system that consistently receives national and regional recognition for clinical and customer service excellence. GMC needed a better way to calculate and collect co-pays and deductibles in a timely fashion and provide realistic patient estimates.¹

Health First is an integrated health system that operates four not-for-profit hospitals in Central Florida with a total of 916 beds. Health First needed to increase point-of-service collections, normalize its bad debt-to-charity ratio, and reduce the burden of performing manual processes.²

Munson Healthcare includes the flagship, 391-licensed bed Munson Medical Center and seven other partner hospitals in a regional, nonprofit healthcare system that offers a continuum of care in 30 counties. Munson Healthcare wanted to improve upfront collections, incorporate a single user ID and password to access their payer websites, and reduce rejections as patients change insurance.³

Calvert Memorial Hospital has 125 licensed beds and more than 1,000 employees. Calvert sought to decrease A/R days, improve an unacceptable claims pass rate, and streamline labor-intensive processes.⁴

St. Luke's Health System is a 10-hospital system with 1,356 licensed beds and 1,200 physicians. SLHS needed to collect sufficient data to generate credible patient estimates, improve a cumbersome POS collections process, and overcome patient dissatisfaction with billing.⁵

The Bellevue Hospital is a locally owned, non-profit, 50-bed hospital system that desired to increase registration and billing accuracy and reduce patient wait times.⁶

- 1 Change Healthcare, "Clarity Drives Collections" Gwinnett Medical Center Case Study, 2015
- 2 Change Healthcare "Improving Front-End Processes Boosts Up-front Collections and Reduces A/R", Health First Case Study 2017
- 3 Change Healthcare, "Streamlining the Patient Billing Process", Munson Healthcare Case Study 2013
- 4 Change Healthcare, "Ahi QA, Ahi Lobby Reduce A/R Days and Increase Upfront Collections" Calvert Memorial Case Study 2013
- 5 Change Healthcare, "Better Upfront Estimates Help Improve Patient Financial Experience," St. Luke's Health System Case Study 2013
- 6 Change Healthcare, "Electronic Registration Improves Wait Times, Billing Accuracy," The Bellevue Hospital Case Study 2013



About Change Healthcare

Change Healthcare is inspiring a better healthcare system. Working alongside our customers and partners, we leverage our software and analytics, network solutions and technology-enabled services to help them improve efficiency, reduce costs, increase cash flow, and more effectively manage complex workflows. Together, we are accelerating the journey toward improved lives and healthier communities.

