



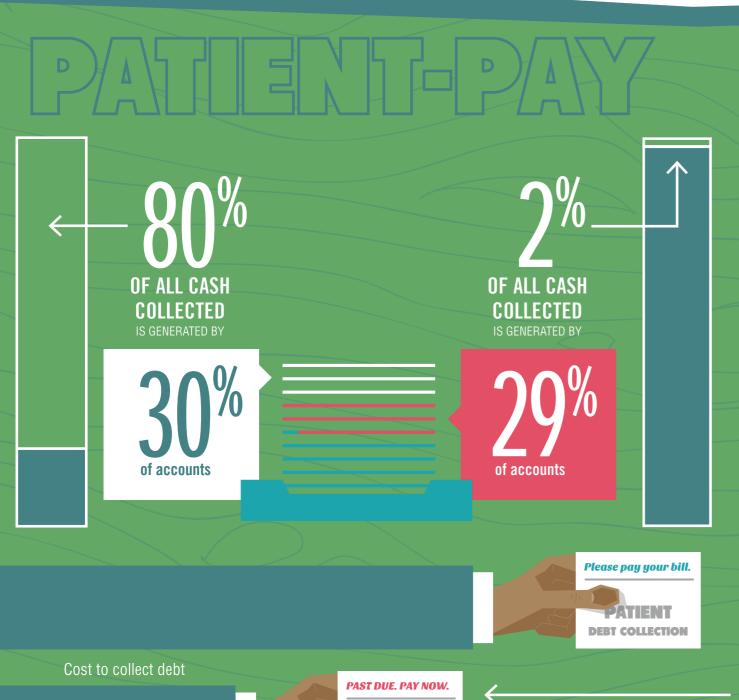


of accounts



OPPORTUNITY

Focus on accounts that will increase productivity and reduce A/R days.



MEDICAL BILL

Past Due

HOSPITALS ONLY COLLECT 11% OF PATIENT ACCOUNT **BALANCES GREATER THAN \$500**

IT COSTS TWICE AS MUCH TO **COLLECT FROM A PATIENT THAN** FROM A COMMERCIAL PAYER SOURCE

David Wiener, May 18, 2013 / Self-Pay is Here to Stay: And it's Scary,

OPPORTUNIT

DEBT COLLECTION

Focus your efforts on accounts that will produce a high yield.

BAD DEBT OF BAD DEBT CAN TYPICALLY BE RECLASSIFIED AS CHARITY

CHARITY

Reclassify bad debt accounts that should be charity and meet your community benefit obligations.



NO HURT



HURTS A

LITTLE MORE



HURTS A

WHOLE LOT



HURTS

WORST

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Only of patients gave hospital billing a top rating of **FULLY SATISFIED**

Of those

Of those

88% would recommend the hospital to a friend

15% would recommend the hospital to a friend

70% paid their bills in full (for patients with bills >\$100) 29% paid their bills in full

(for patients with bills >\$100)

Connance Consumer Impact Study, September 2013

Send the right message to the right person at the right time to enhance the patient experience.

HOW DO YOU FIND THOSE OPPORTUNITIES? The Analytically Optimized Revenue Cycle

Integrate predictive analytics, technology and innovative workflow strategies into your existing processes and infrastructure for immediate and sustained performance gains across revenue classes. An analytically optimized revenue cycle helps providers improve net income, decrease bad debt, reduce operating costs, and manage risk while enhancing the patient experience.





Connance is redefining workflow optimization of the healthcare enterprise.