

A Bold New Patient Payment Model

3 ways to leverage technology and services to drive net-new cash

Patient revenue capture has always been challenging – now it matters more than ever

Patient obligation continues to increase as a share of total revenue, leading to more bad debt

~60% of bad debt comes from insured patients¹

20% drop in self-pay after insurance collection rates from 2020 to 2021²

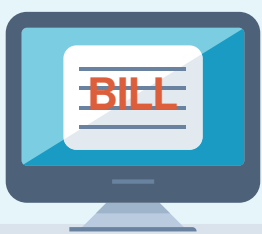
18-35% of Americans have medical debt in collections³



The standard model for patient payments is broken

Disjointed technology tools and in-house or early out service approaches result in missed revenue, higher costs and frustrated patients.

Payment Portal Challenges



Call Center Challenges



- ✗ Difficult for some patients to use
- ✗ Low patient adoption
- ✗ Digital and service experiences are separate
- ✗ Inability to track patient satisfaction scores

- ✗ 90% of systems have RCM staff shortages
- ✗ Multiple vendors, different cost structures
- ✗ Less incentive to encourage digital payment
- ✗ Tendency to skim for easy payments/accounts

3 keys to a successful patient revenue performance model



1 Employ digital-first technology proven at enterprise scale: Apply consumer finance expertise to patient self-service to drive unmatched adoption and up to 40% more net-new cash.



2 Create personalized interactions across digital and agent encounters: Build loyalty through compassionate call center service, while continuously driving digital engagement.



3 Realize higher performance with one perfectly aligned strategic partner: Increase operational efficiency and exceed revenue goals with fully integrated technology and services.

Achieve strong revenue performance with R1 Entri Pay, the integrated technology and services solution*

Revenue Performance

40%
increase in net-new cash



Patient Satisfaction

45
average NPS (Net Promoter Score)



Productivity

85%
first-call resolution



*R1 Client Results

Align with a strategic revenue cycle partner to accelerate patient revenue and loyalty

Healthcare providers face constant pressure from shrinking margins, labor shortages and the growing portion of revenue that is patient responsibility. To learn how leading health systems are meeting these challenges, visit our website at r1rcm.com/entri-pay.



R1 RCM is a leading provider of technology-enabled RCM services which transform and solve revenue cycle performance challenges across hospitals, health systems and group physician practices. R1's proven and scalable operating models seamlessly complement a healthcare organization's infrastructure, quickly driving sustainable improvements to net patient revenue and cash flows while reducing operating costs and enhancing the patient experience.

Learn more at r1rcm.com or contact us contact@r1rcm.com.

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