



## Hospital Doubles Patient Payments in 6 Months

### Challenge:

When patients at Pekin Hospital in Central Illinois asked questions about how much their treatment would cost, the hospital could not respond quickly. The only way to approximate a number was to manually run averages from all accounts for the procedure and then look up payer contract information for discounts, which was not practical for only five collections employees.

"We would have to call medical records and pull three to five charts to get an estimate," said Tonya Hundt, Reimbursement Specialist for Pekin Hospital.

### Solution:

Pekin implemented the Patient Payment Estimator (PPE) tool from Nebo Systems, a member of the Passport family of companies. PPE merges the hospital's charge data master with payer contracts to reconcile adjusted rates. It is also integrated with Nebo's eligibility verification to pull patients' co-pay and deductible amounts. The tool then combines all the pieces of information to calculate a quick and accurate patient estimate.

PPE was first implemented in the CT department discharge area and because of its immediate impact was quickly deployed for use with all outpatient visits for Emergency Room, MRIs and surgeries.

### Results:

- During the first six months the CT department alone surpassed its total 2008 cash collections with approximately **\$30,000 patient payments.**
- In the first month using PPE in the ER and Urgent Care Pekin **collected more than \$11,000.**
- Hospital leadership anticipated the hospital would exceed total cash collections goals with approximately **\$250,000 across the facility** by the end of the year.

### Pekin Hospital By the Numbers:

- 125 beds
- More than 10,000 outpatient visits per month
- Five employees responsible for patient collections
- \$144,000 cash collections in 2008
- \$250,000 cash collections goal in 2009

[www.pekinhospital.org](http://www.pekinhospital.org)

### Tonya Hundt says:

"We knew that we were losing revenue because we were unable to address up-front collections. Not having a way to generate estimates was holding us back."

"We have the same five people collecting, but new technology and more efficient processes have literally doubled our results," said Hundt. "We run PPE after scheduling and begin asking patients for payment over the phone, then again when they arrive, if necessary. We know it's accurate, so we are confident in providing a printed estimate when they come through the door. It increases revenue, saves time and actually creates a more comfortable overall experience for our patients."