


# Payment Clinic FAQs

## THE PLACE WHERE PATIENTS PAY MEDICAL BILLS



### PAYMENT CLINIC FREQUENTLY ASKED QUESTIONS

<p><b>The Challenge: Why Payment Clinic™?</b></p>	<p>High unemployment and mounting healthcare costs, coupled with more uninsured and underinsured consumers, and the greater use of high-deductible insurance programs, higher co-pays and co-insurance, have drastically increased the number of unpaid patient-pay balances.</p>
<p><b>What is wrong with the way Hospital's and Health-care Provider's accept patient payments today?</b></p> 	<p>Current patient payment channels and processes are largely broken. In a recent Payment Clinic survey of leading hospital executives:</p> <ul style="list-style-type: none"> <li>• 78% said they collect less than 35 cents on the dollar on patient-pay balances.</li> <li>• 25% said they lack the staffing to work on patient-payment revenue issues, and the average biller is overworked, managing more than 10,000 patient accounts.</li> </ul> <p>Other external healthcare industry studies show:</p> <ul style="list-style-type: none"> <li>• Only 8% of patient bills greater than \$500 are paid in full within 90 days.</li> <li>• 54% of balances &lt;\$100 are <i>still</i> unpaid 90 days from billing; and</li> <li>• Only 1 out of every 11 patients pays within the first billing cycle.</li> </ul>
<p><b>Why shouldn't I just have my own team set this up in house?</b></p>	<p><b>Direct, out-of-pocket payments from patient to provider are estimated to hit \$660 billion by 2013.</b> It's a major challenge. Most healthcare industry professionals are simply not consumer-focused with the training and resources to collect on unpaid patient-pay medical bills.</p>
<p><b>Will this help with my customer service problems?</b></p>	<p>Hospitals and providers are frustrated, and so is the consumer! Complicated invoice details and a general sense that having to pay beyond the already high cost of insurance coverage "just isn't fair" all contribute to a higher-than-average overdue status on medical bills than almost any other consumer expense.</p> <p>Hospitals and healthcare providers need a way to reduce the strain on provider-patient relationships, accelerate the revenue cycle, retain patient relationships and reduce the write-offs you may be experiencing.</p>
<p><b>What about Payment Clinic increases a patient's willingness to pay?</b></p>	<p>Patients want to save money on their medical bills in a fast, easy and familiar way online. At Payment Clinic, patients feel empowered and positive about paying less and accelerating their "pay-off" date. It provides control, anonymity, accessibility and value to consumers across a number of other payment types.</p>
<p><b>But if the Patient pays less, why should a Health-care Provider accept payments at Payment Clinic?</b></p>	<p>Because more patients are motivated to pay their Providers sooner, everybody wins! The patients saved, however, as a result of Payment Clinic's accelerated bill-pay process, the hospital collected revenue sooner, improved cash flow and reduced ongoing expenses associated with the billing and collection of the patient account. Therefore, many patient accounts are diverted from bad-debt and collections.</p>
<p><b>How does a patient use Payment Clinic?</b></p>	<p>Online healthcare tools are increasingly in demand by consumers. Payment Clinic recently launched as an online patient-payment marketplace, like eBay or Priceline for patients, where a patient can propose a bid for the amount they are willing to pay their healthcare provider for its services. Based on rules <b>established by the hospital or physician practice</b>, the patient is incented to pay quickly in exchange for the price accepted.</p>
<p><b>Is it easy for a Healthcare Provider to start accepting payments via Payment Clinic?</b></p>	<p>Getting started with Payment Clinic is RISK-FREE, FAST and SIMPLE. We don't replace a Providers' billing processes, we accelerate them! Payment Clinic requires no systems integration. After accepting the Payment agreement, answer three questions on how you'd like the program designed and we'll get started on your behalf and start sending you patient payments!</p>

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