

Provider

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Revenue Cycle Management

RelayClearance™ Estimator Office **Help Improve Collections and the Patient Experience**

Patient financial responsibility for services is steadily increasing due to the proliferation of high deductible health plans and the continuing trend toward consumerism in healthcare¹. Despite increasing numbers of insured patients, medical debt continues to be a common problem for individuals and families while bad debt and write-offs put tremendous stress on providers' bottom line.

The billing experience also plays a large role in the overall patient experience, and satisfaction significantly impacts a patient's willingness to pay and recommend your practice¹. Nearly 20 percent of consumers have unpaid healthcare bills due to the unfamiliar and confusing healthcare payment process². As consumerism continues to evolve, greater transparency into financial obligations will be expected by patients and become standard protocol.

The Solution

RelayClearance™ Estimator Office takes the guesswork out of communicating financial responsibility to your patients either before or at the point of service. The solution combines information from payer contracts and current patient benefits to calculate out-of-pocket costs early in the process to help improve the likelihood of collection. Estimator Office is accessible within ConnectCenter to help facilitate streamlined workflow for your staff.

Entering provider, payer, service and subscriber information produces a comprehensive financial picture for each patient. Advanced search capabilities and pre-population of fields can help speed this process for your front office staff and help reduce errors resulting from manual data entry. Co-insurance percentages and co-pay amounts populate according to the patient's plan, and the service type can be changed to accommodate the care setting.

Key Functionality:

- Evaluates patient benefits and payer contracts
- Enables creation of a more accurate estimate
- Provides insight into patient eligibility information
- Applies available prompt-pay discounts



**BUSINESS
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CONNECTIVITY**

1. Connance Consumer Impact Study, August 2014.
2. Consumer Financial Protection Bureau, 2014.

RelayClearance™ Estimator Office Helps:

- Set financial expectations prior to care delivery
- Improve patient collections rates
- Better equip staff for financial conversations
- Enhance patient satisfaction

Eligibility Information/Estimate Information				
Procedure Code	Bill Amount	Allowable Amount	Quantity	Charges
10120	\$245.00	\$172.76	1	\$172.76
				Total: \$172.76
Eligibility Information		Estimate Information		
Active Coverage				
Individual Out of Pocket: \$2,600.00 Family Out of Pocket: \$5,000.00 Out of Pocket Remaining: \$4,993.25 Out of Pocket Remaining After Service: \$4,820.49 Individual Deductible: \$1,000.00 Family Deductible: \$2,000.00 Deductible Remaining After Service: \$1,827.24		Total Charges: \$172.76 Payer Responsibility: \$0.00 Patient Responsibility: \$172.76 CoPay: \$0.00 Co-Insurance: 0% Charges Remaining: \$172.76 Prompt Pay Discount: 10% <input checked="" type="checkbox"/> Apply		
The estimation was calculated using the Individual Deductible and Out of Pocket amounts.		Patient Payment Estimate: \$155.48 Disclaimer: Any values generated by this system are estimates of the patient's responsibility and are subject to change after the charges are submitted to and processed by the payer.		

figure 1

Upon entry or selection of the required information, Estimator Office calculates and displays active coverage and estimation information (figure 1) including:

- Individual/Family Out of Pocket Limits and Remaining
- Individual /Family Total Deductibles and Remaining
- Total Charges
- Payer Responsibility
- Co-payment
- Co-insurance
- Patient Responsibility

If your practice offers prompt-pay discounts, this can be applied to adjust the patient's estimated balance, while a printable summary is accessible to help facilitate the financial discussion.

RelayHealth Financial

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