

Heat map: Levels of discomfort during the patient healthcare journey



According to a national Experian Health study among 1,000 consumers, top “pain points” relate to finances



To get the full study, visit www.experian.com/healthcare.

Top 5 pain points



What will insurance cover? Has the deductible been met? Is a procedure or medication covered? Have the maximum benefits been reached?



How much will insurance pay? Determine if it will cover everything, up to a specific limit or none of it until a deductible is met.



What are the out-of-pocket costs? Determine if your health insurance requires you to pay a portion of charges.



Know what you owe. Avoid being surprised by how much is owed for services.



Will you have the money you need? Make sure you have money available to pay for services.