experian™
health

Patient Estimates

Up-front pricing information helps patients and providers make informed healthcare decisions

Knowledge is power. It's a simple concept. The more patients know about their procedures and expected payments, the more prepared they are. Likewise, when you have the ability to present clear, consolidated, easy-to-explain price estimates of services – patients will feel empowered to make better informed decisions about their care – and you'll get paid faster.

Patient Estimates is a user-friendly, web-based pricing transparency tool for hospitals, medical facilities and physicians that creates accurate estimates of authorized services for patients before or at the point-of-service. It combines data from the provider's chargemaster, claims history, payer contract terms and the patient's insurance benefits. These estimates incorporate financial assistance policies for self-pay patients, including prompt-pay discounts, state-mandated discounts and payment plans.

> *"The tool is really behind a lot of our success with billing and quick client payments. We have so much confidence in their estimator, we collect at the same time... that has helped us with our collection rate..."*
> —Director of Patient Access

Also available within our **Patient Self-Service** portal, Patient Estimates enables patients to generate either a self-pay estimate or generate price estimates for services using their current insurance information. Real-time benefits are then applied, allowing the patient to see an accurate estimate of their out-of-pocket liability at the time it is generated. Patients can then print a copy of their estimate for reference.

How we do it

- Preregistered and registered patients automatically post to a centralized work list in real-time via standard HL7 interface

- Work lists are customizable and can be sorted by procedure, user, department and more

- Estimates remain in the system and are easily recalled for future reference

- Robust power reporting gives greater control over processes to better manage transparency initiatives as well as track productivity and other estimate analytics

- In addition the solution allows you to:
  - » Add account disposition notes to create an audit trail
  - » Find common procedures listed by category
  - » Display multi–component procedures
  - » Integrate with your hospital information or practice management system and billing history
  - » Print estimates in multiple languages
  - » Create custom scripts for associates to read to patients
  - » Add modifiers, place of service, and type of service

What you get

Patient Estimates provides both knowledge and power to patients and providers.

For Patients	For Providers
■ Provides payment expectation preparedness	■ Facilitates payment expectation preparedness
■ Offers financial assistance options including payment plans and charity care	■ Eliminates the need for manually updating price lists
■ Increases patient satisfaction	■ Increases accurate up-front collections

Works well with

Patient Estimates seamlessly integrates with **Passport Eligibility** to provide the most accurate and up-to-date benefits information available. It utilizes our **Contract Manager** solution to consistently and accurately value and price estimates utilizing a provider's payer contract, regardless of its complexity.