

REVENUE CYCLE MANAGEMENT

Patient Financial Clearance

Guide patients to the appropriate financial pathway — quickly and confidently

As patients take on more financial responsibility, their financial experience becomes even more crucial. To increase point-of-service collections and reduce bad debt, providers should identify patients who require financial assistance or extra time to pay. They should also determine which patients can meet their financial obligations upfront, before treatment begins.

Patient Financial Clearance

Patient Financial Clearance - *now available with Experian Verify* - determines which patients are likely to pay and connects those who may qualify for financial assistance with appropriate programs. Now you can recommend the best financial pathway for each patient in real time.

Patient Financial Clearance allows you to confidently collect payments, knowing each patient has been thoroughly assessed and directed to the right financial pathway. Your staff can evaluate payment risk, recommend the most appropriate collection policies and focus your financial counseling discussions — all in real time.

Additionally, with integrated patient financial self-service automation, patients can complete applications and submit documents online using their smart phones or computer.

How we do it:

- Equip patient advocates with specialized software to facilitate financial assistance and connect patients with the right programs.
- Automate screening prior to service or at the point-of-service using Experian Verify's real-time employer payroll data to determine eligibility for financial assistance, Medicaid or other programs.
- Predict propensity to pay using Experian's proprietary Healthcare Risk Score - strengthened by Experian Verify's directly-sourced, verified income and employment data (not self-reported) improving accuracy of the propensity-to-pay prediction.

Benefits to you

1. Improved POS collections
2. Reduced bad debt and overhead costs
3. Increased staff productivity
4. Greater patient satisfaction
5. Higher application completion rates*
6. Compliance with IRS 501(r)*

Benefits to patients

1. Puts them in control of their financial pathway
2. Convenient and private process
3. Real-time status alerts regarding their application
4. Improves their overall care experience

*Strengthened by Experian Verify: real-time verified income cuts documentation back-and-forth, and produces audit-ready proof of income for 501(r) charity-care requirements.



What is Experian Verify?

- Real-time verification of income and employment through the second-largest instant employer payroll network
- Delivered as Instant, Permissioned, or Research Verification
- Supports Medicaid redetermination and day-forward onboarding.

Patient Financial Clearance

How we do it (continued):

- Leverage Experian's comprehensive data and analytics capabilities to calculate the patient's best payment plan based on their unique financial situation.
- Expedite identity verification by using Experian Verify's data, scoring and custom workflows.
- Integrate staff-facing eCare NEXT® workflow engine software to streamline the screening process before or after care.
- Enable patients to self-serve and complete the financial assistance screening process through online applications and personalized texts.
- Improve patient satisfaction with a transparent application process that puts them in control of their financial experience.

How self-service works for patients:

The Self-Service Patient Financial Clearance mobile and web experience enables patients to complete screening forms, securely upload required documents and provide an e-signature. After they've submitted their application, your patients receive real-time updates on its status, eliminating the need to contact their providers. All submitted information is securely stored for staff access and archiving.

The screenshot shows the 'Let's see if you qualify for financial assistance.' screen. It includes a header with the 'Libra Health' logo, a sub-header, and a brief explanation of the purpose. Below this are three input fields: 'Size of your provided family', 'Annual gross family income', and 'Patient's Total Financial Responsibility'. There is a 'Previously Answered Questions' dropdown menu and a 'Next' button at the bottom.

Step 1: Patients answer screening questions after a simple authentication process.

The screenshot shows the 'Patient Information' screen. It has a header with the 'Libra Health' logo and a sub-header. Below is a 'General Information' section with a '* Required' note. It contains fields for 'Patient Full Name' (Jane Doe), 'Social Security #' (123-45-6789), and 'Date of Birth' (09/20/91). There are radio buttons for 'Does the patient have health insurance?' (Yes/No) and 'Is the balance due related to a motor vehicle or work related injury?' (Yes/No). A 'Save & Continue' button is at the bottom.

Step 2: Based on client-defined rules, patients are presented with a custom digital financial assistance application.

The screenshot shows the document upload screen. It has a header with the 'Libra Health' logo and a sub-header. Below is a section titled 'Last 3 month's pay stubs for all household earners:' with an 'Upload File(s)' button. A '1 File Uploaded' section shows a file named 'file_name: 567890.jpg' with a 'Remove' link. At the bottom are 'Cancel' and 'Save' buttons.

Step 3: Verification documents are easily and securely uploaded, then automatically pre-screened for fraud by Experian Verify – trained on 4.4M+ documents – before reaching the financial assistance application for staff review and archival.

The screenshot shows the 'Signature' screen. It has a header with the 'Libra Health' logo and a sub-header. Below is a section titled 'Signature' with a 'Cancel' button, a 'Draw Signature' button, and an 'Accept' button. A 'Clear' button is at the bottom.

Step 4: Patients provide their e-signature to certify the information provided and submit the application.