

With confidence in data, Kootenai Health qualifies more patients for the right financial assistance or charity programs

Client success story



One of our patients with a \$200,000 bill answered a few questions and their account was found eligible for Veterans benefits. With our previous vendor we would have written the account off to charity.

— Wendy Bird, Manager, Financial Counseling & Cash Fund Posting

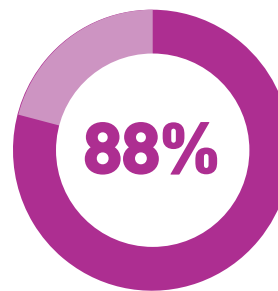
Challenge

Kootenai Health, an Idaho-based health system, needed to screen patients for financial assistance programs, but their third-party Medicaid vendor and financial screening process had a clunky workflow, required manual intervention, and many times wrote off the wrong accounts to charity. They needed a reliable way to streamline and automate the screening process for patients, remove the manual work, and ensure they had a trusted source of financial data insights.

Solution

Kootenai Health turned to Experian Health's Optimization Team and its eCare® NEXT Patient Financial Clearance solution to leverage data-driven insights to assess and assign patients to the appropriate financial pathways based upon each individual and unique financial situation. Experian Health worked with Kootenai to alter how they view a patient's income estimates. Instead of comparing income dollar for dollar, Kootenai could evaluate Federal Poverty Level ratio and propensity-to-pay segments to determine a patient's Healthcare Financial Risk Score. A healthcare specific score factors in historical healthcare payment outcomes and the patient's credit history.

Patient Financial Clearance determines which patients are likely to pay and connects those that potentially qualify for financial assistance with the right programs. It recommends the appropriate financial pathway for every patient, in real-time. Patients can opt to fill out applications and submit documents online to streamline the process and payment plans.



accuracy in determining the right financial assistance program for the right patient



60 hours of staff time saved

Results

Over eight weeks, a validation study of Patient Financial Clearance showed an overall accuracy of 88%, demonstrating that Kootenai saved 60 hours of staff time by automating the presumptive charity process using only verbal patient information and Experian estimates. The solution eliminated the need for patients and staff to fill out unnecessary applications and removed the guesswork. Since this new process required less document verification, it has greatly improved the patient experience. As an added benefit, Kootenai saved additional revenue by replacing three external vendor workers with two internal staff employees. Kootenai continues to work with Experian Health's Optimization Team to ensure they are fully utilizing the platform to the best of its abilities and expand this process system-wide.

About Kootenai Health

Kootenai Health provides a comprehensive range of medical services to patients in north Idaho, eastern Washington, Montana and the Inland Northwest. The main Kootenai Health campus is in Coeur d'Alene, Idaho and includes a 299-bed community-owned hospital and a wide range of physician clinics including a family physician residency program. Kootenai Health repeatedly earns regional and national recognition and is a Magnet facility.