



SIMPLE HEALTH SAVINGS



The Patient Payment Conundrum:

The Impact on Providers and their Patients

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Learning Objectives:

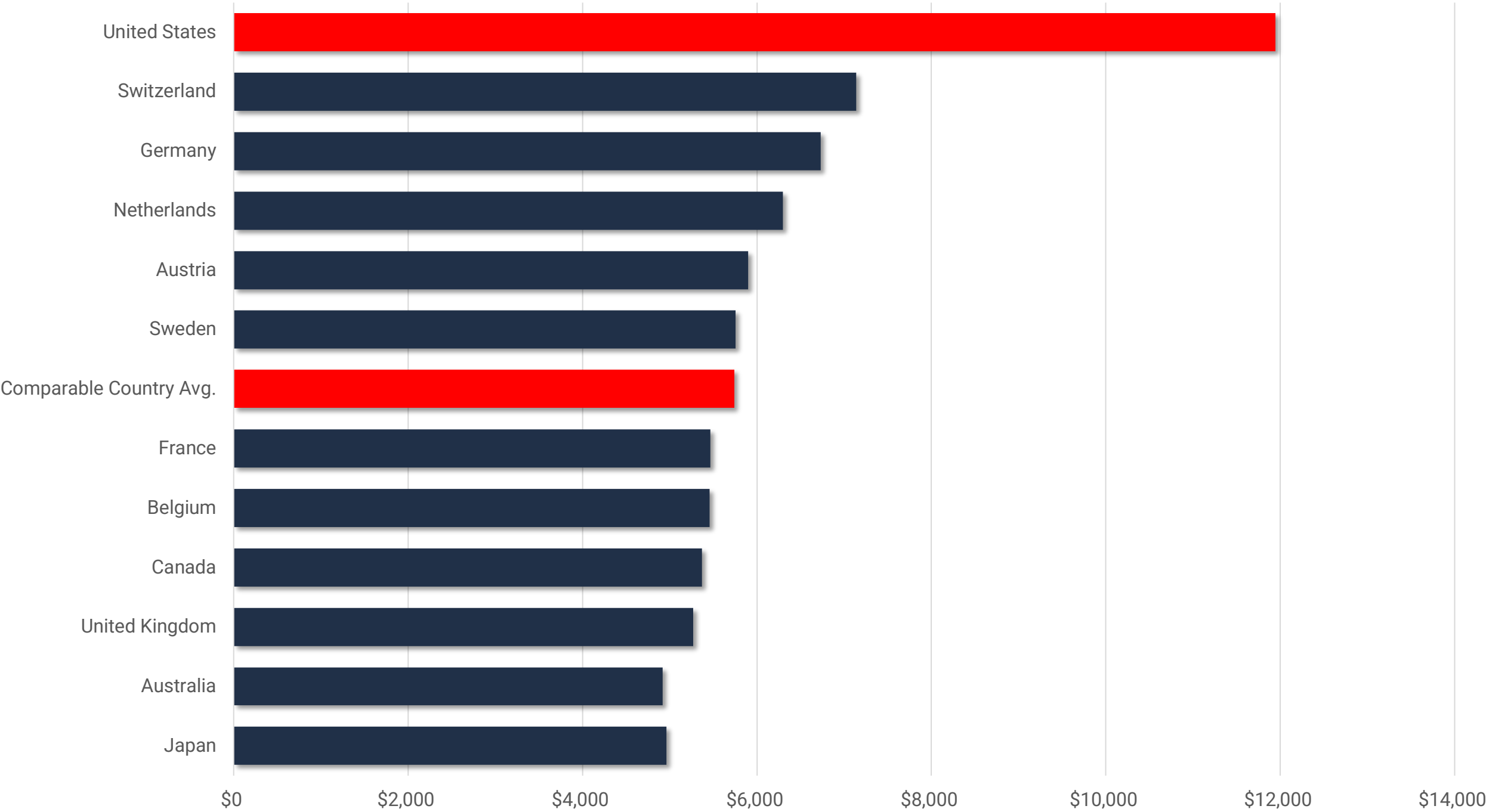
- Understand the affordability gap in healthcare.
- Understand how the lack of knowledge and transparency impacts patient payments.
- Learn from a case study that illustrates how a provider positively changed patient payment behavior



AFFORDABILITY
is the “Root Cause” of
poor patient collections



Healthcare in the US is expensive





**Since 2000, hospitals have
provided \$745 billion in
uncompensated care**

**\$43 Billion
in uncompensated care 2020**



Menti Question #1

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Have you ever avoided care because of cost?

▶ Start Menti



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menti.com

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6403 1658

0
Yes

0
No





Healthcare affordability affects all household incomes

1 in 3

Americans did not
seek care due to
cost

1 in 5

Among higher-income
households, earning
more than \$120,000
annually




Menti Question #2

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Mentimeter

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40%

50%

60%

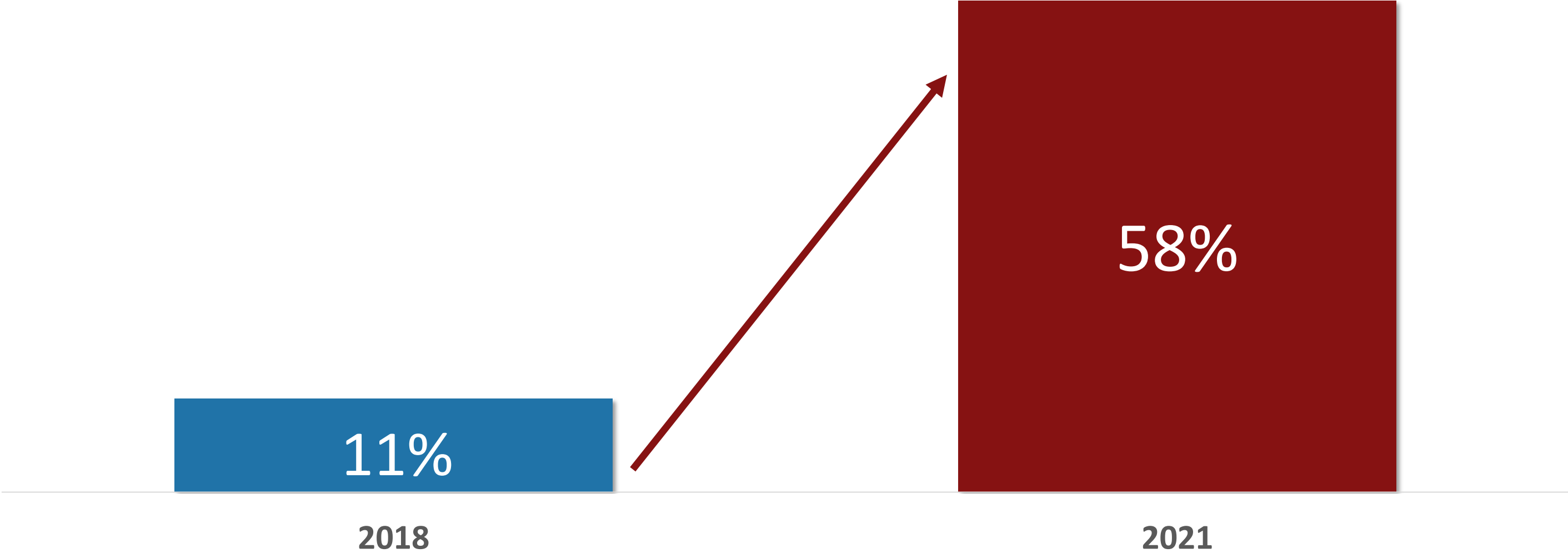
70%

>80%



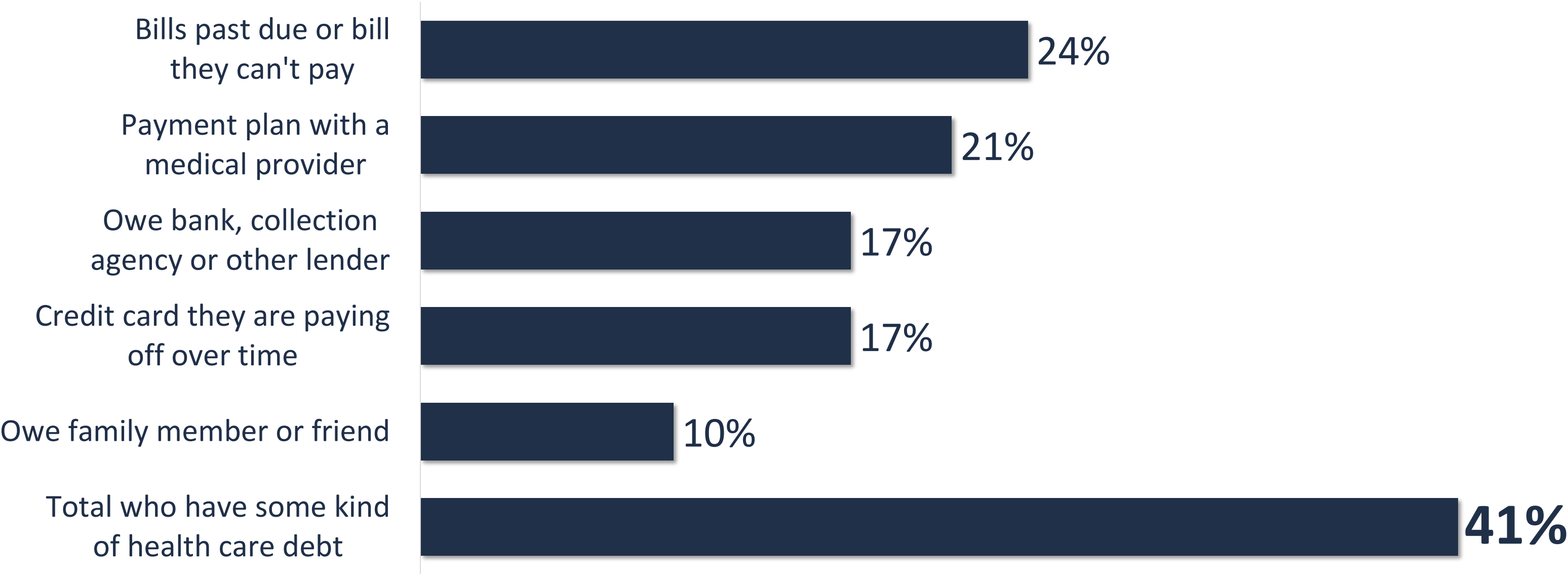


Most Uncompensated Care comes from Insured Patients





41% of Americans currently have medical debt





THE DAILY NEWS

www.patientpaymentnews.com

THE WORLD'S FAVORITE NEWSPAPER

- Since 1879

Should Health Systems Become Banks?

What grade would you give the U.S. health care system overall?
share of respondents (2,519 people surveyed)

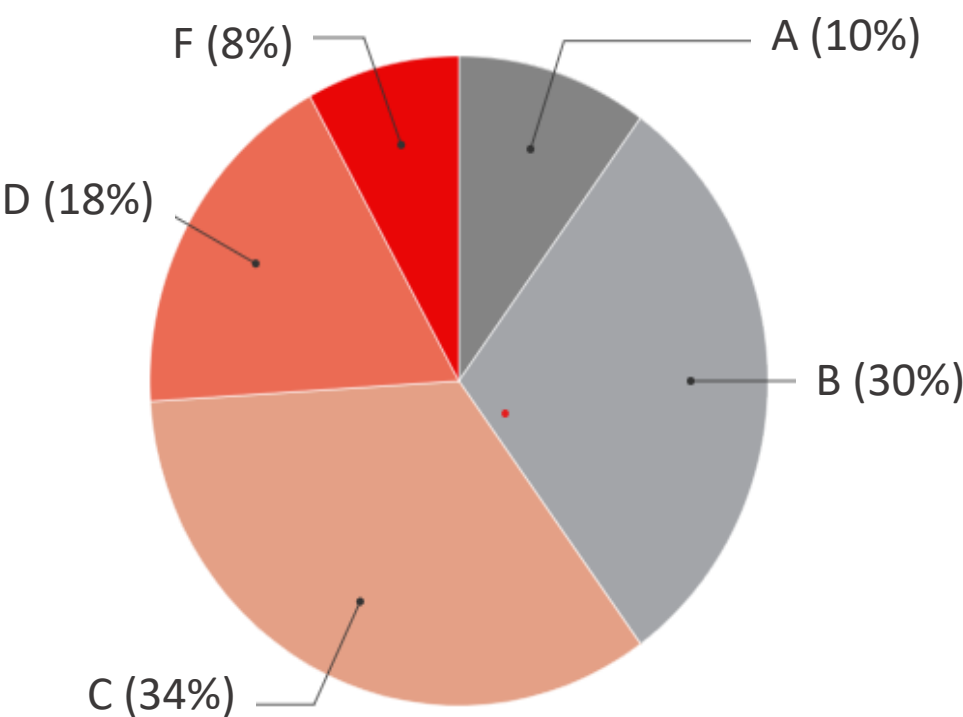


Chart: Elijah Wolfson for TIME • Source: Harris Poll

TIME

Biden administration cautions consumers about medical credit cards

May 4, 2023

Source: Becker's Hospital Review

Many patients would be better off without medical credit cards, the Consumer Financial Protection Bureau says.

In a report published May 4, the federal agency said patients often do not understand the terms of medical credit cards and end up with more credit than they can afford.

CFPB report shows medical card debt is 'a symptom' of U.S. health care, expert says

May 13, 2023

Source: Yahoo Finance

An estimated 41% of Americans are grappling with medical debt of some kind. Medical credit cards typically offer deferred interest payment period for many of these charges. Between 2018 and 2020, however, people paid \$1 billion in these payments for charges, according to the CFPB findings, on top of \$23 billion in overall expenses.

Exclusive: More Than 70% of Americans Feel Failed by the Health Care System

May 16, 2023

Source: Time Magazine

The new Harris Poll survey, which was conducted from February to March 2023 and commissioned by the American Academy of Physician Associates, shows that patient satisfaction is also suffering due to the **high costs**, inaccessibility, and **confusing** logistics of U.S. medical care.



May 4, 2023

The Consumer Financial Protection Bureau (CFPB) published a report on high-cost specialty financial products, such as medical credit cards.

CFPB found the following:

- Medical financing companies market their products directly to healthcare providers
- Patients need guidance on terms and risk
- Patients can get stuck with ballooned deferred interest and lawsuits



July 7, 2023

The Consumer Financial Protection Bureau (CFPB), U.S. Department of Health and Human Services (HHS), and U.S. Department of Treasury (Treasury) launched an inquiry into high-cost specialty financial products, such as medical credit cards and installment loans.



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PRACTICE MANAGEMENT NEWS

HHS Investigates Medical Credit Cards, Installment Loans

HHS is joining other federal departments to investigate if medical credit cards and installment loans drive up healthcare costs and medical debt.

NATIONAL NEWS

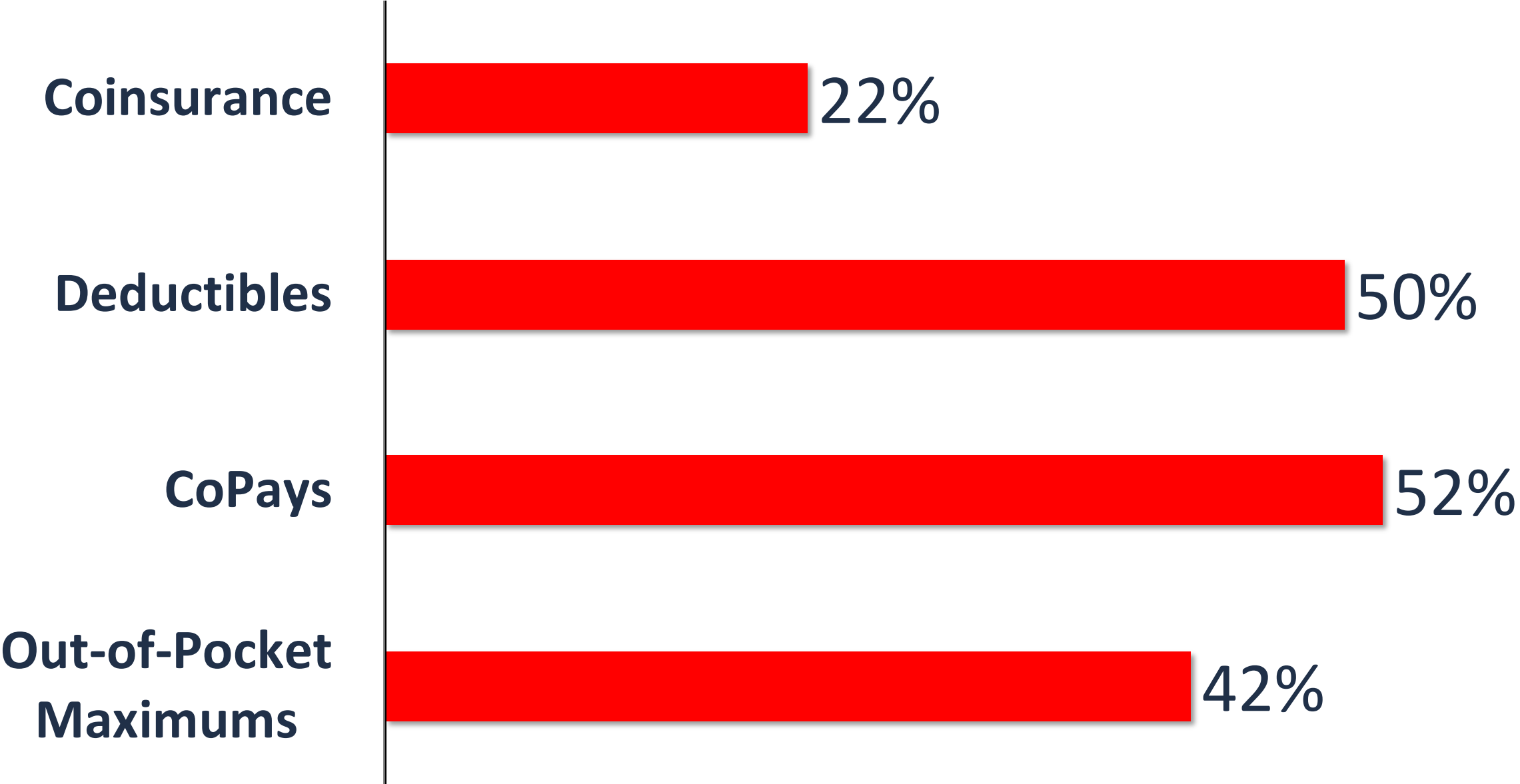
Federal agencies investigate medical credit cards

CFPB-Backed Joint Inquiry Eyes Medical Credit Cards, Loans

By Jon Hill (July 7, 2023, 2:27 PM EDT) -- Federal regulators took a first step Friday toward a potential crackdown on the medical finance market, launching an inquiry into higher-cost medical credit cards and installment loans that consumers are increasingly being offered to help pay for medical expenses. . . .

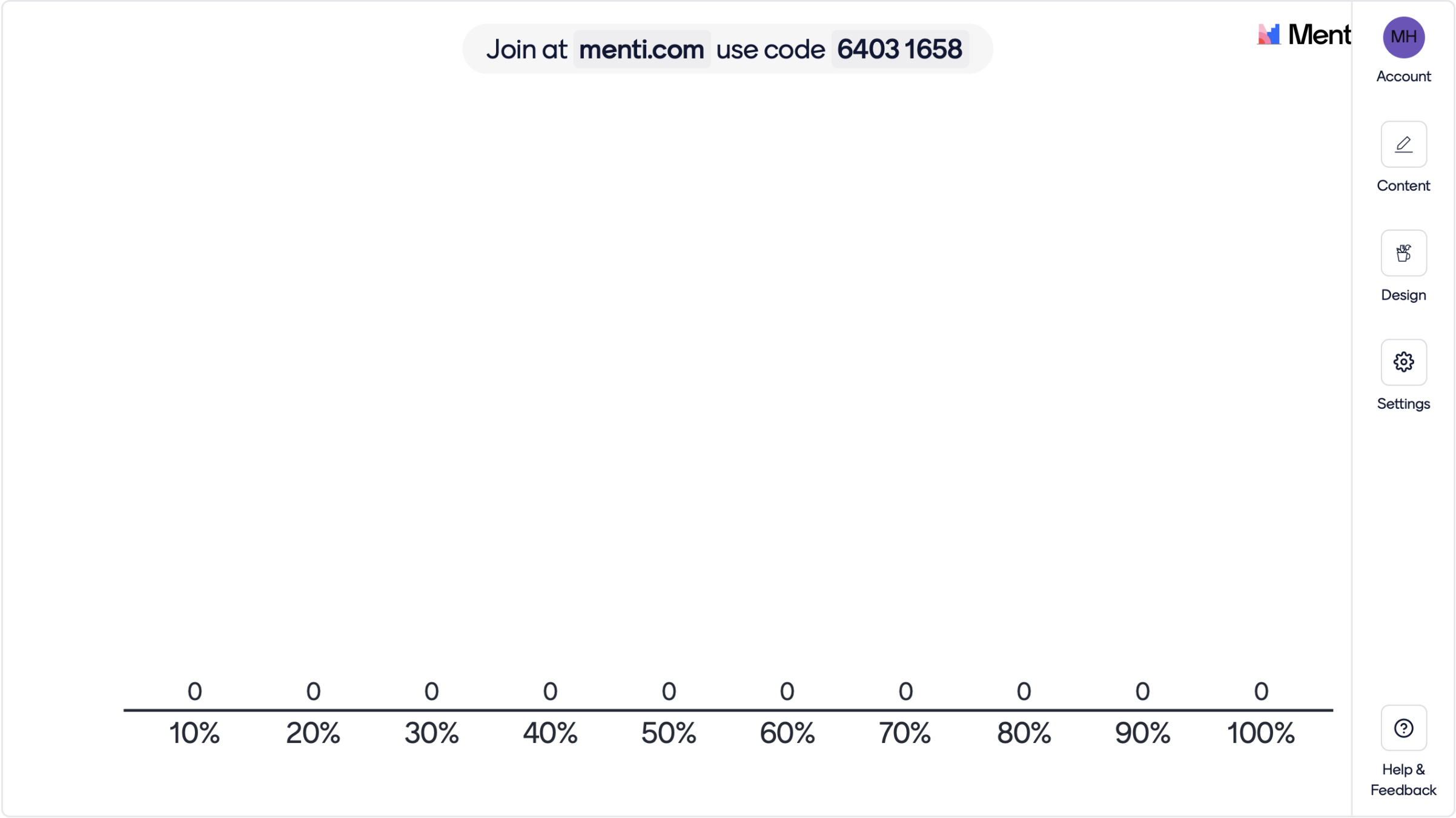


Health Insurance Literacy is compounding the problem



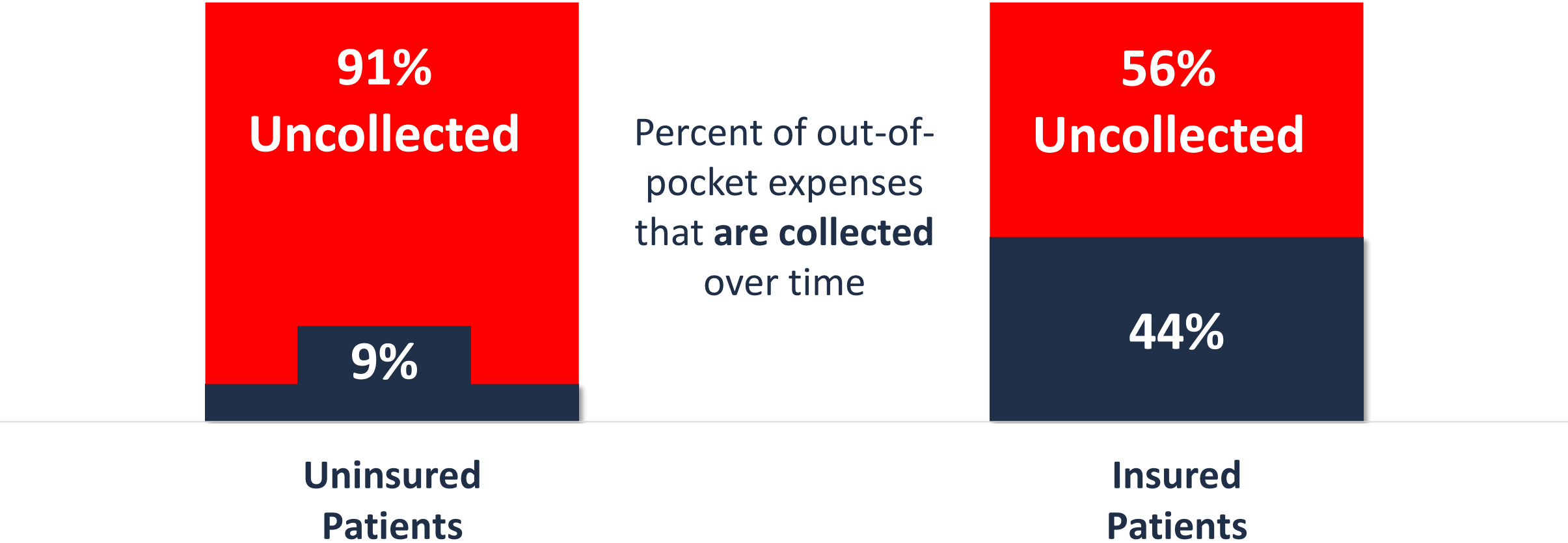


Menti Question #3





So how much of the patient out-of-pocket responsibility do Providers collect?



Collection rates decrease over time and with larger balances



Menti Question #4

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Mentimeter

MH

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Help & Feedback

Strongly disagree

Strongly agree



AblePay is disrupting the patient payment experience

01

Make care more **affordable** by offering savings to every patient

02

Give patients **flexibility** in choosing the payment terms best for them

03

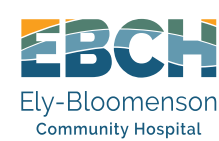
Provide a **convenient** & easy payment platform

04

Offer free **advocacy** support services to everyone



AblePay Sample Partners





AblePay is an endorsed Partner of...





2022



#10
In Pennsylvania

#22
In Health Services

#381
Overall Ranking

2023



**2023 Ranking
Coming Soon**



How It Works

1. AblePay contracts with Provider
2. Provider offers AblePay directly to their patients
3. Patients become AblePay Members
4. Provider bills AblePay, AblePay pays Provider, Members pays AblePay



Patient Benefits

- Provide savings – up to 13%
- No interest – EVER!
- No cost to patient
- Access to more affordable care
- Flexible payment terms
- Team of advocates
- Accept everyone
- No credit check or propensity to pay



Provider Benefits

- Dramatically increase revenue
- Collection costs removed
- Non-recourse
- Reduction in Patients avoiding care due to cost
- Reduction in days to collect
- Easy implementation/No Tech
- No change to current workflows/vendors
- Improve patient experience



Case Study Methodology

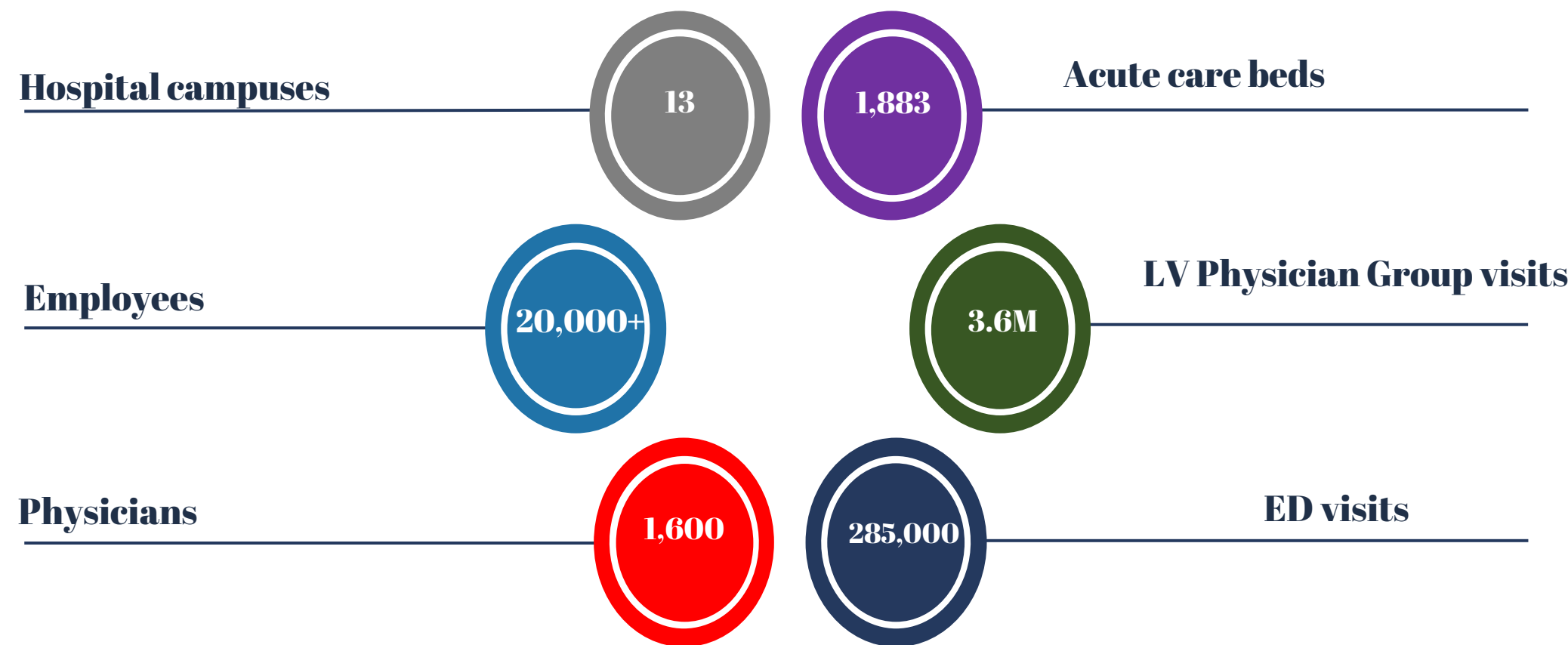


Two primary components to the case study:

- **Length of Study – data was tracked over a 4-year period from 2018-2022**
- **Study Scope – Payment collections and service utilization was recorded before and after enrollment in AblePay**

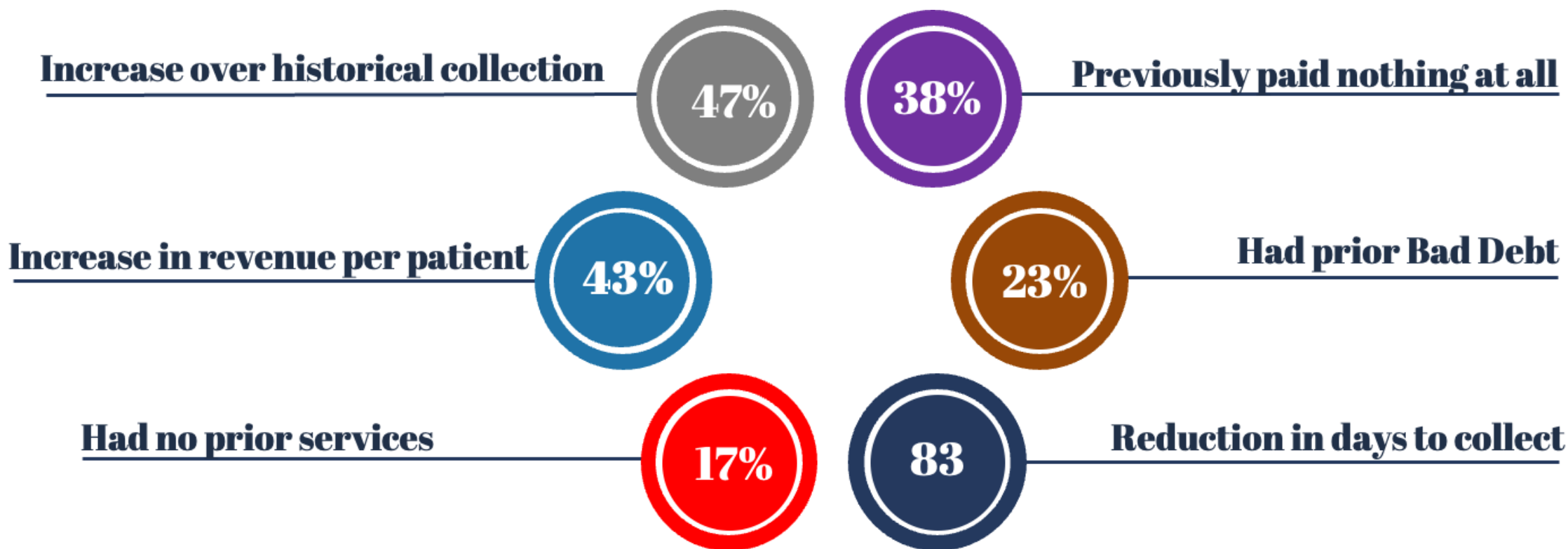


Lehigh Valley Health Network





LVHN Case Study





AblePay Member Survey

Performed on entire membership

Prior to having AblePay, did you ever forgo or postpone receiving care due to the cost?

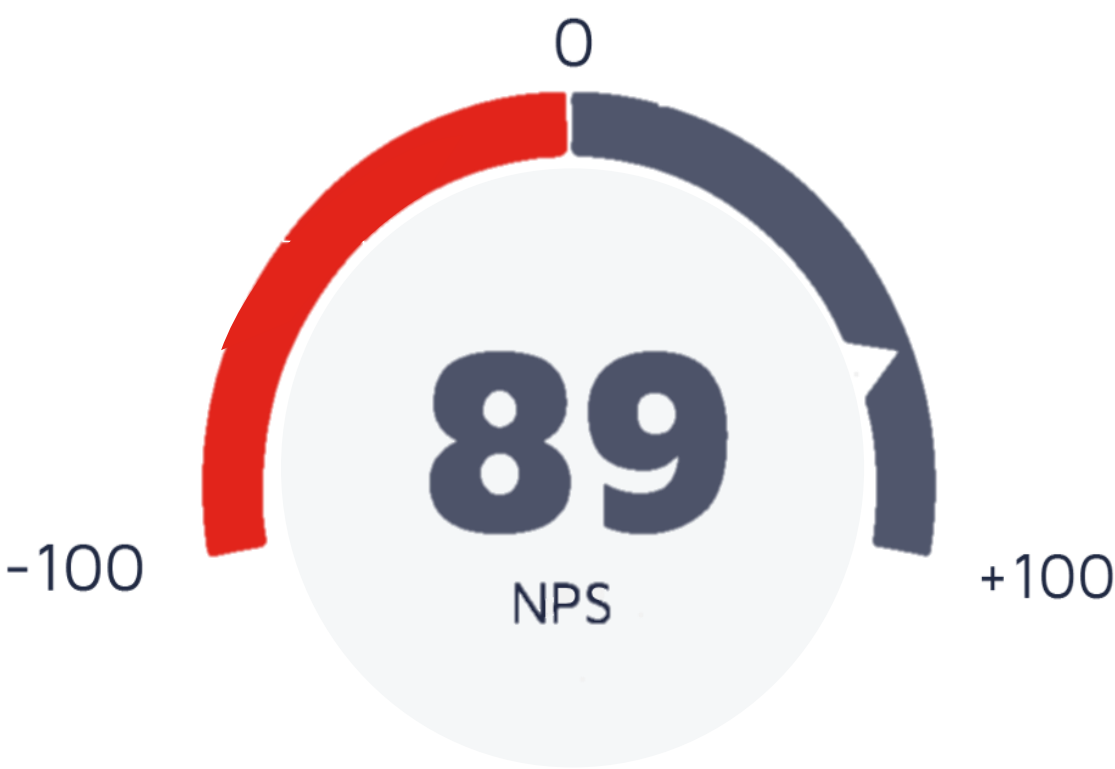
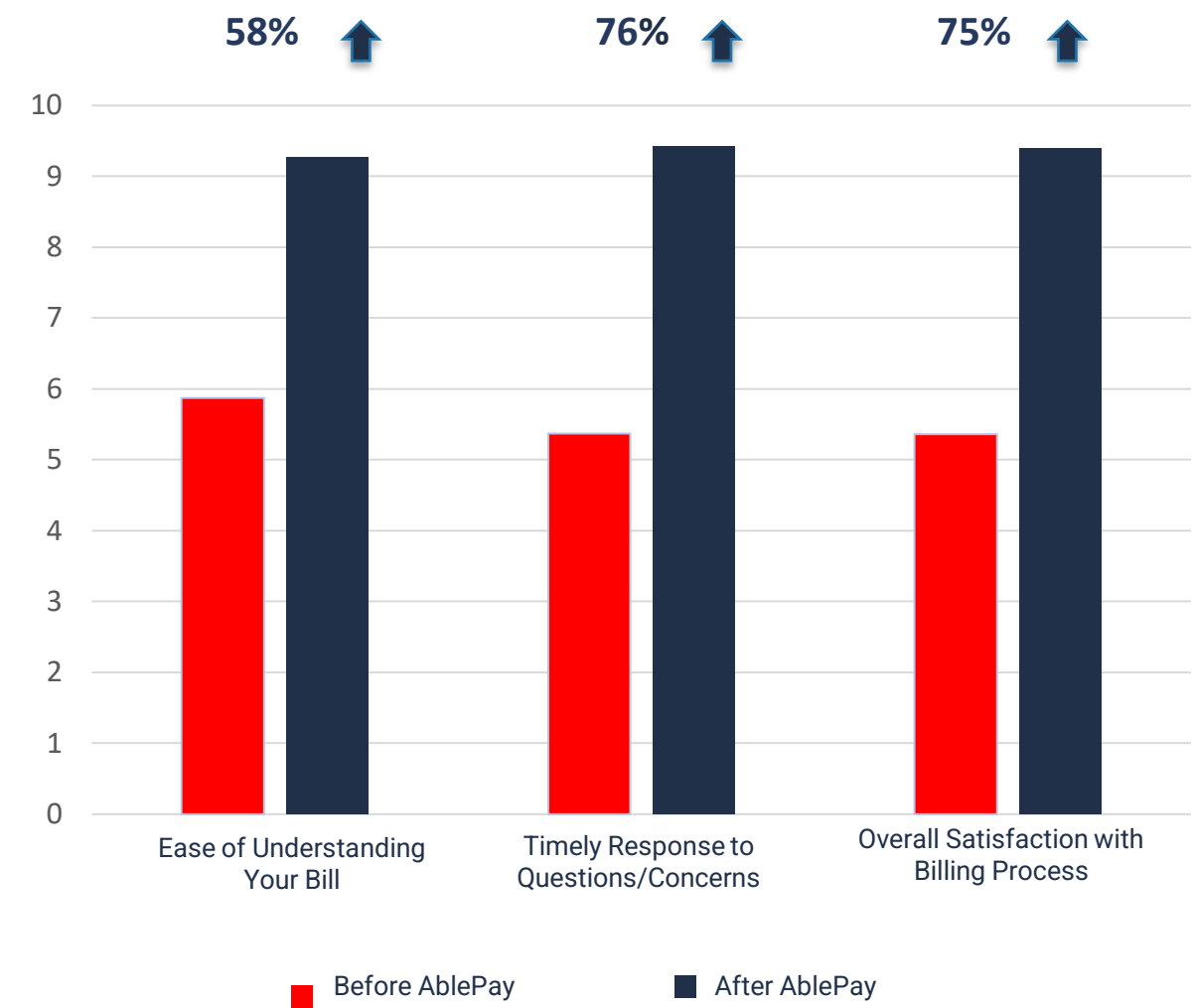


Now that you have the financial security and protection of AblePay, have you received care that you otherwise would have forgone or postponed due to the expense?



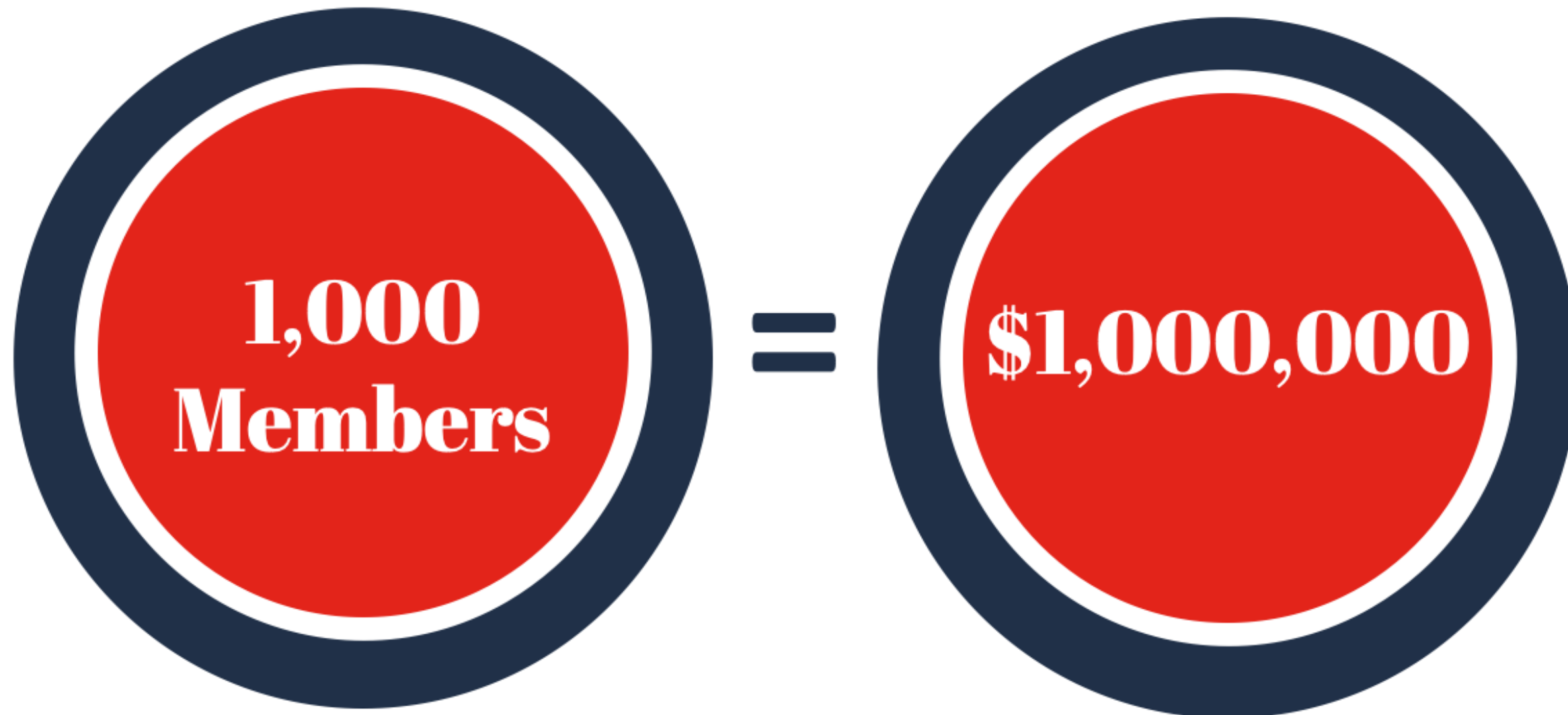


Improving The Patient Experience





Revenue Impact





Q/A



Contact Information

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Scan the QR Code Below to Schedule A Demo!





Back-up



HHS Investigates Medical Credit Cards, Installment Loans

HHS is joining other federal departments to investigate if medical credit cards and installment loans drive up healthcare costs and medical debt.

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CFPB, HHS, and Treasury Department Launch Inquiry into Medical Credit Cards

CFPB Report Highlights Costly Credit Cards and Loans Pushed on Patients

July 12, 2023 06:00 AM

Why medical credit cards, installment loans are under fire

CAROLINE HUDSON   

MONEYWATCH >

High-cost medical credit cards a growing problem for patients. Here's what you should know.

NATIONAL NEWS

Federal agencies investigate medical credit cards



Medical Credit Cards Targeted by US for Piling Debt on Patients

- CFPB, Treasury, HHS are seeking information on the industry
- Patients can be driven 'deep into debt,' CFPB's Chopra says

Medical credit cards may lead patients to overpay for their health care, Democrats warn

A group of Democratic senators is asking the Consumer Financial Protection Bureau to take action against medical credit cards such as CareCredit, saying the cards' deferred interest features are confusing and often lead to consumers paying high interest...

CFPB warns about side effects of using medical credit cards, loans

July 7, 2023, 1:39 PM

Medical Credit Cards Targeted for Piling Debt on Patients (2)



Paige Smith
Bloomberg News

DIAGNOSIS: DEBT

Biden administration warns consumers to avoid medical credit cards

CFPB Report Identifies Pitfalls of Medical Credit Cards, Loans

Medical credit cards and loans from financial institutions and fintech companies come with high interest rates and confusing terms, leading to more patient financial stress.

CFPB launches probe into costly credit cards pushed on patients for health care costs