



Personalized communication helps State provide the highest possible recovery and patient-satisfaction rates for clients

How do you help healthcare organizations navigate the biggest challenges in healthcare?

Healthcare revenue cycle leaders must ensure high patient satisfaction while maximizing recoveries from self-pay and balance after insurance. State uniquely combines advanced technology with human interaction to increase recoveries and patient satisfaction. We call it "The State Experience," where patients experience AI with a human touch.

For patients who need assistance answering questions about their account or prefer to interact with a human, State offers knowledgeable, empathetic representatives who provide a positive patient experience while achieving high first-call resolution rates.



13 years on the Short List
100% of respondents said the service is easy to use

At the same time, State incorporates AI and other leading technologies to make it more convenient for patients to resolve their accounts using self-service channels.

All accounts are managed using personalized communication and payment plans to ensure the highest possible recovery and patient-satisfaction rates.

What advice would you offer to healthcare leaders when choosing among vendors?

Every healthcare provider aims to ensure high patient satisfaction while maximizing cash recoveries. Providers should judge potential partners based on their ability to accomplish both equally well and on providing exceptional customer service to their organization. This includes offering patients – who now expect their healthcare interactions to mimic their most positive consumer experiences – omnichannel communication and payment options.

Given the ever-increasing threat of cybersecurity attacks, vendors need to have the ability to demonstrate strong procedures

and data security best practices. State has achieved the rigorous HITRUST (r2) certification as part of its robust security strategy.

Additionally, since this is a contingency fee-based service, focusing on the net back recoveries and not just the price is essential. A lower contingency rate often results in fewer resources focused on serving your patients, resulting in lower net recoveries and patient satisfaction. By focusing on the net back recoveries and the patient experience, you can invest appropriately to maximize your returns.

What is some advice you can give providers for a successful implementation of a new product or service?

During the implementation, it is important for providers to designate IT resources that will provide timely deliverables and a key contact who is a primary resource for questions and escalation if needed. ■



State improves the financial picture for healthcare providers by delivering increased financial results while ensuring a positive patient experience. Rooted in a tradition of ethics, integrity, and innovation since 1949, State uses data analytics to drive performance and speech analytics with ongoing training to ensure patient satisfaction. A family-owned company now in its third generation of leadership, State was recently honored with a #1 ranking in Best in KLAS 2024 for Debt Collection Services. State assists healthcare organizations with services

spanning the complete revenue cycle, including Early Out Self-Pay Resolution, Bad Debt Collection and Insurance Follow-Up. To learn more, visit www.statecollectionsservice.com.

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