

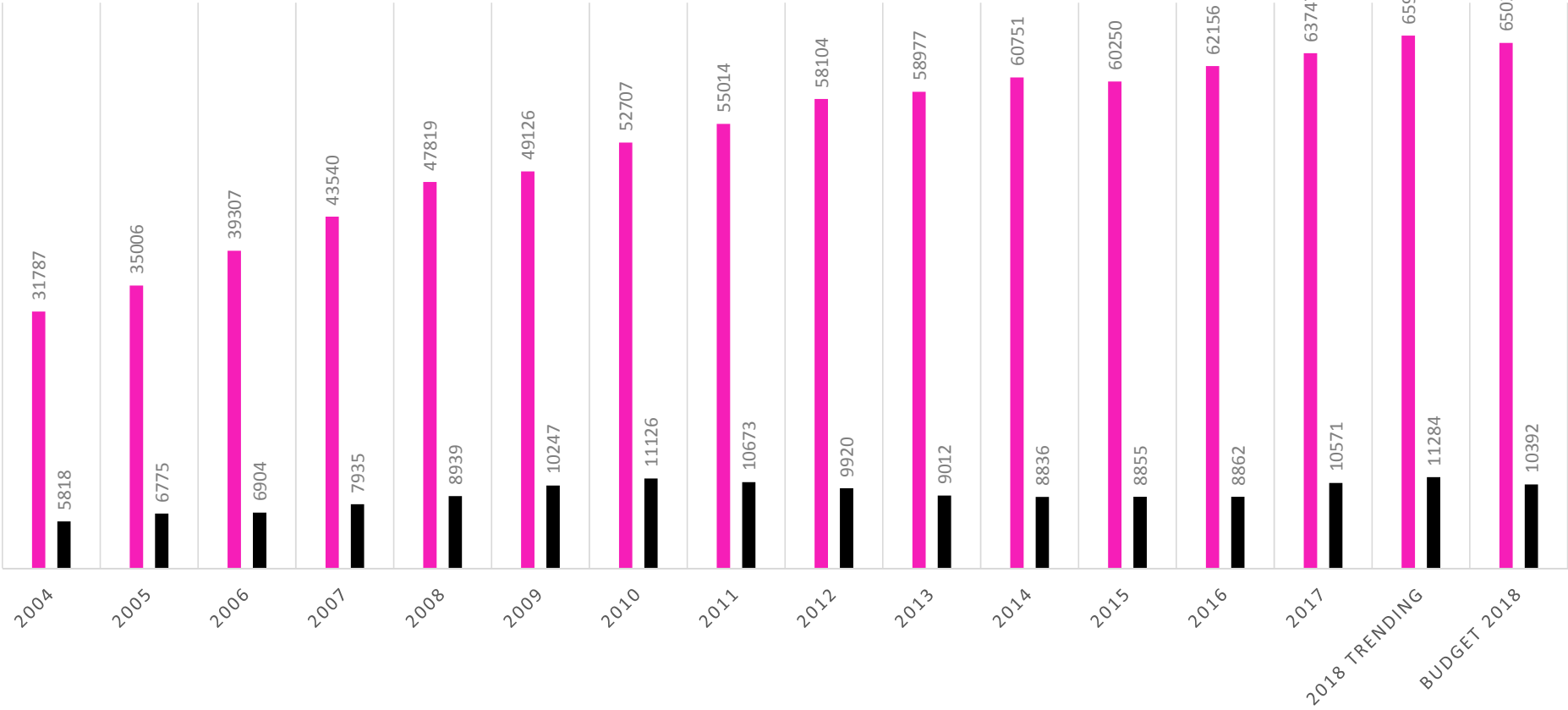
# Patient Financial Services Outlook

Angela Lehman, MA, RHIA

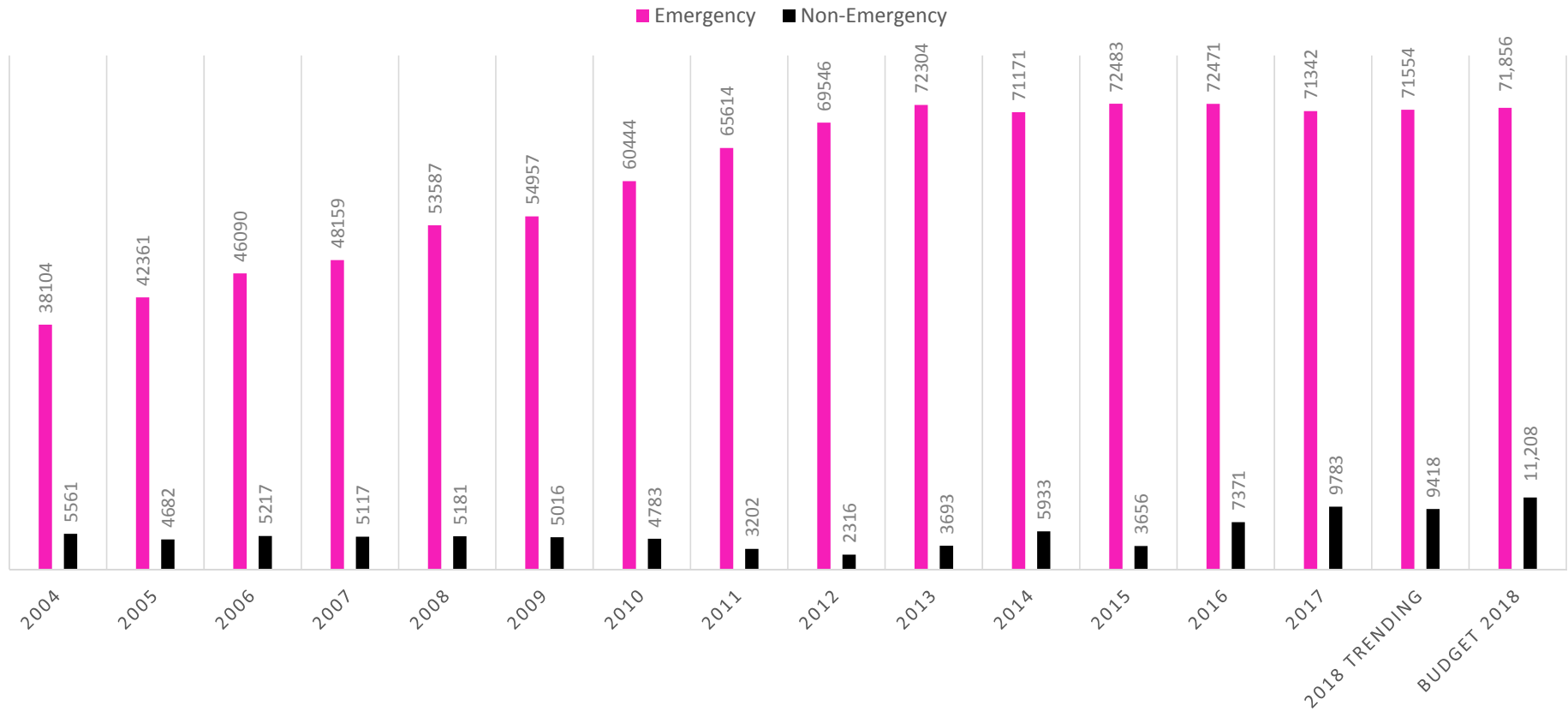
January 2018

# Eastern Division Call Volume

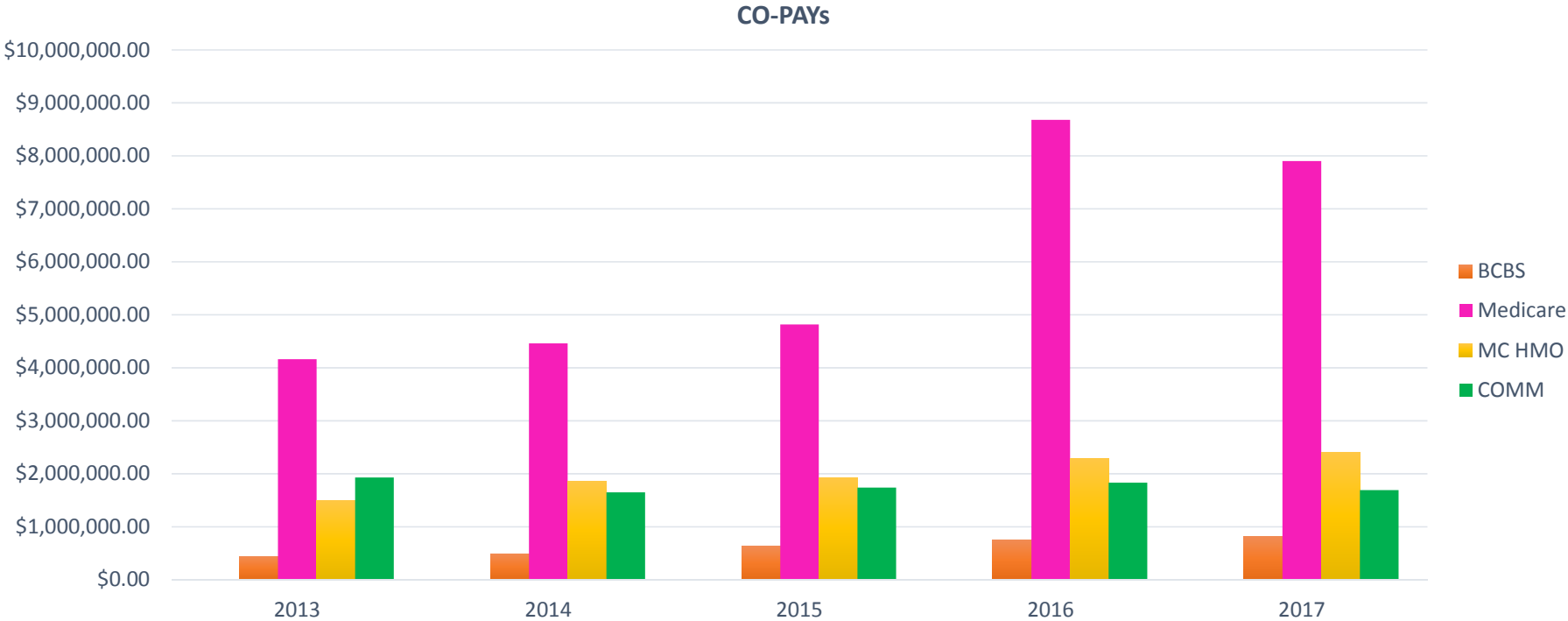
Emergency Non-Emergency



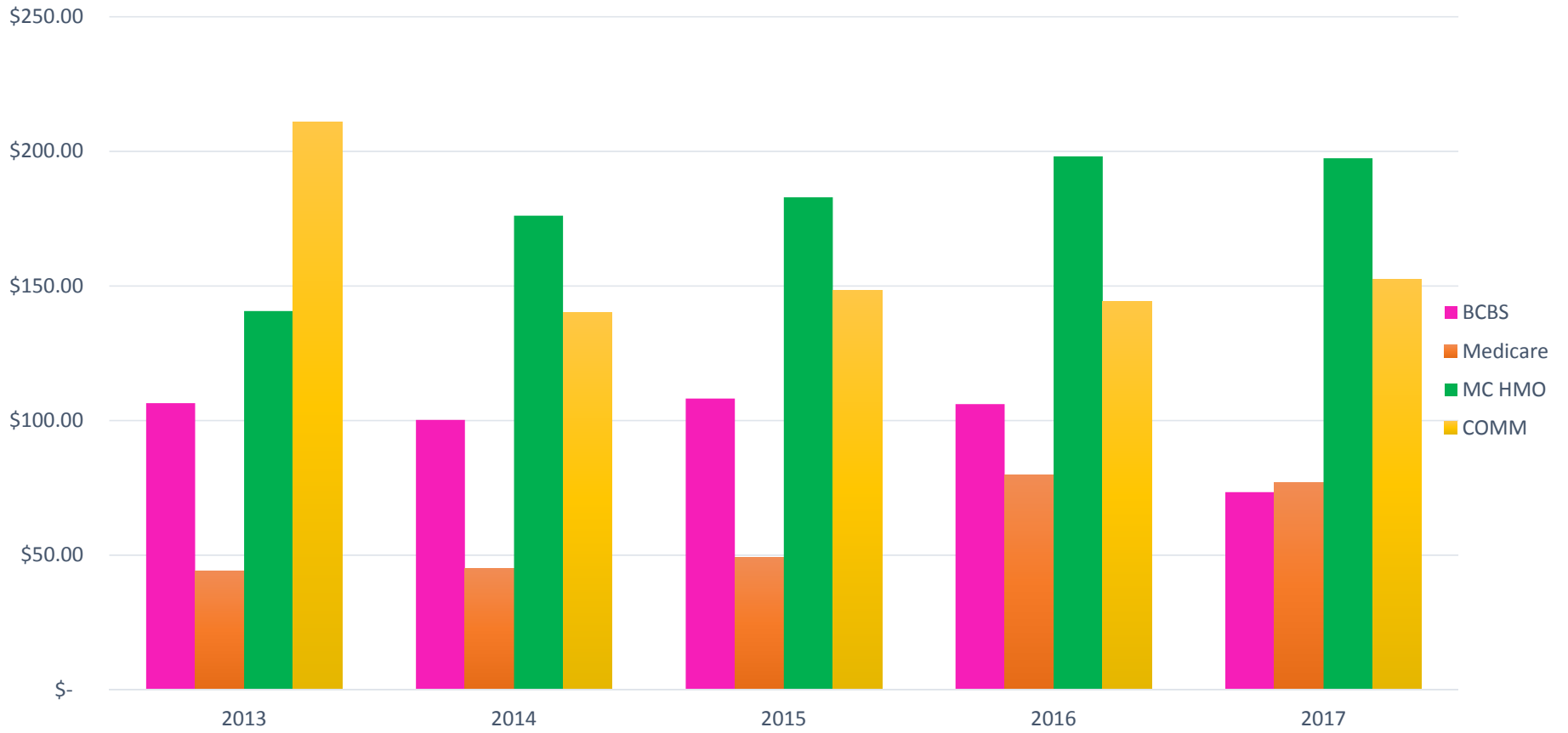
# Western Division Call Volume



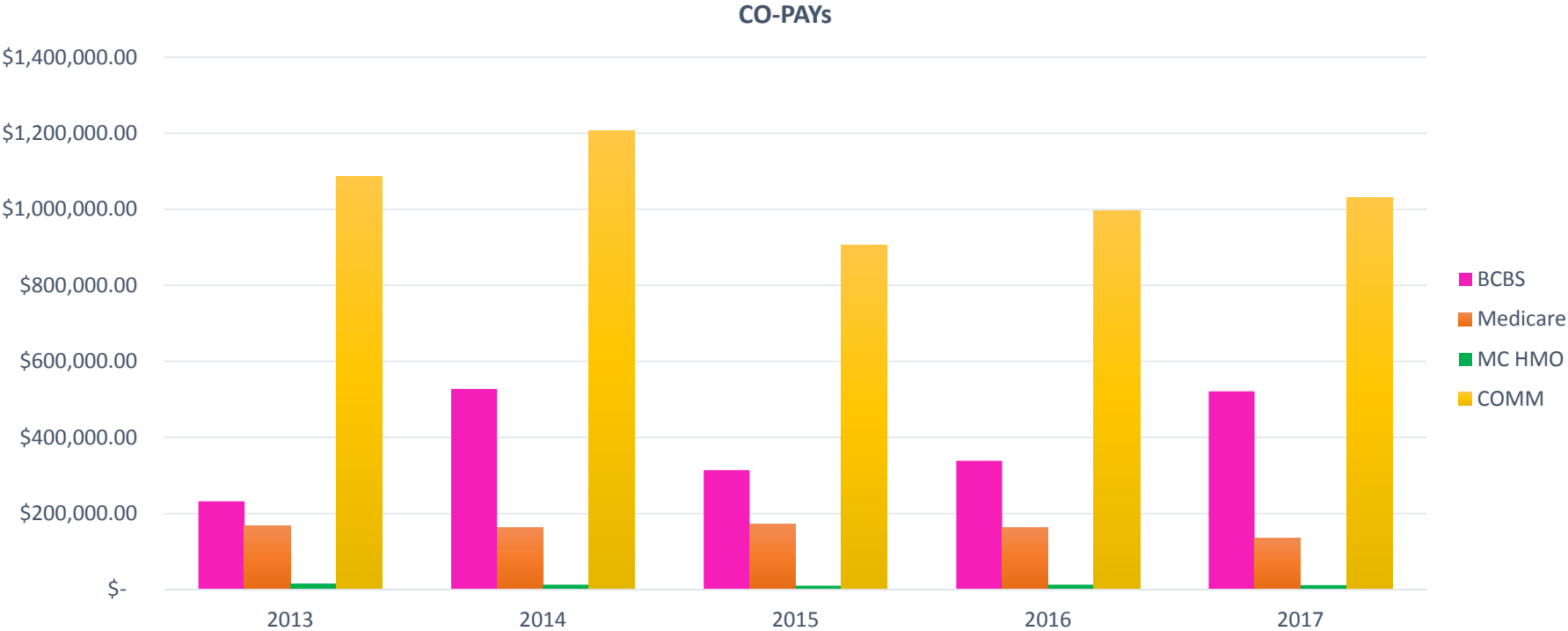
# Eastern Division Co-Pay Deductible Management



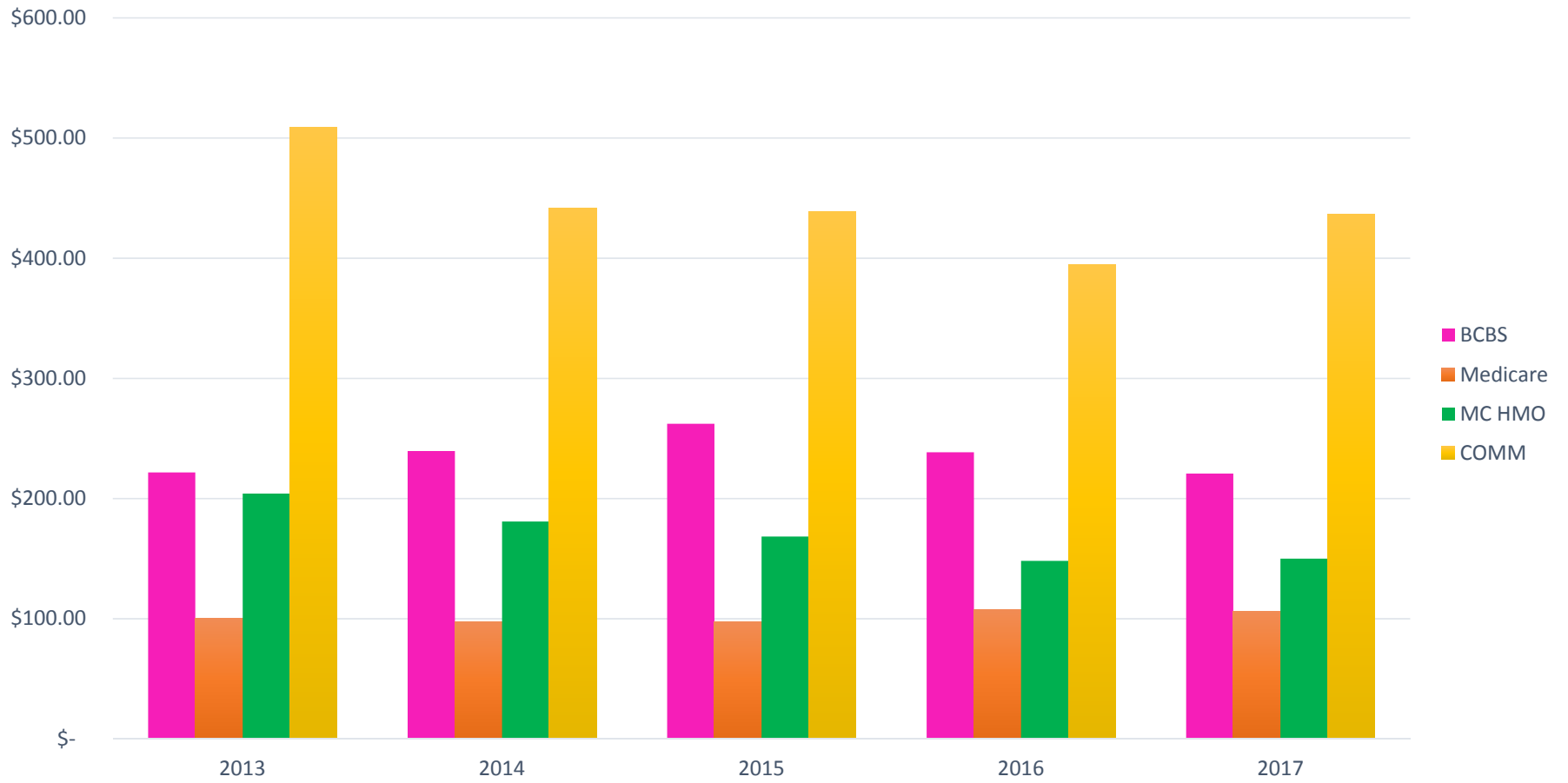
East  
AVERAGE CO-PAY PER CLAIM



# WESTERN Division Co-Pay Deductible Management



## WEST DEDUCTIBLES



# EASTERN AND WESTERN Division Insurance and Deductible Management 2017

## DEDUCTIBLE MANAGEMENT

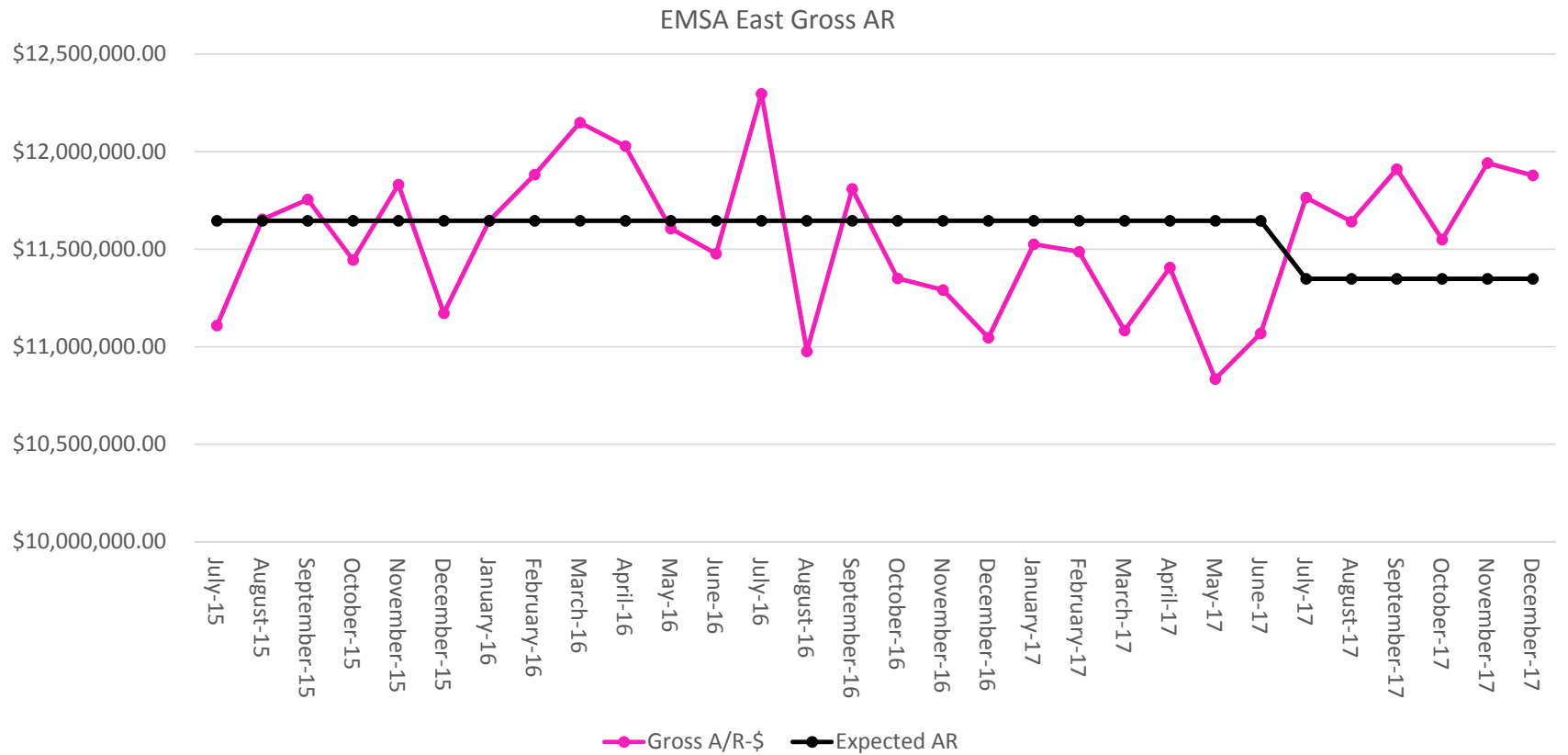
- 29% of claims were held for monitoring.
- 38% of claims fully satisfied their deductible of the 29%.
- \$732,685.00 Additional revenue was gained.
- Average increase per claim held for deductible monitoring was \$526 per claim.

## INSURANCE VERIFICATION

- Discovered 12% in additional coverage and an additional of 26% of additional funds.
- Net recouped for insurance discovery \$711,965.00



# Eastern Division-Aging



# Western Division-Aging

EMSA West Gross AR

