



Case Study

AblePay increases collections and revenue while improving the patient experience

AblePay Health, a HASC Endorsed Business Partner, is changing the financial landscape for providers and their patients. We are excited to share case study results from the Ephraim McDowell Health Network, a Kentucky-based system that uses the AblePay program.

Ephraim McDowell Health (EMH) serves the citizens of six counties in central Kentucky. The health system includes three hospitals (two critical access hospitals), more than 48 outpatient centers and over 1700 employees, with \$282 million in annual revenue. EMH chose AblePay's unique program to increase its revenue on balance after insurance and decrease the cost of collections, while also enhancing the experience for patients in the communities they serve.

The results of the Ephraim McDowell Health case study with AblePay included:

- 106% increase in collection rate compared with EMH historical collection rate.
- 48% increase in additional revenue per patient.
- Days to collect decreased from 106 days to 14 days for AblePay members.
- 46% of patients who enrolled in AblePay paid zero for their previous out-of-pocket medical bills.

To learn more about AblePay, contact:

Kelli Hooper

Senior Vice President, Provider Networks

kelli.hooper@ablepayhealth.com

(208) 241-3664

ablepayhealth.com/provider

Michael Jusi

Director, Strategic Partnerships, HASC

mjusi@hasc.org

(213) 538-0737