



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 Lehigh Valley Health Network, a Pennsylvania-based system that uses the AblePay program.

The Lehigh Valley Health Network (LVHN) serves the citizens of the greater Lehigh Valley, and the system includes 13 hospitals, 320-plus outpatient centers, more than 20,000 employees, and \$3.2 billion in annual revenue. LVHN chose AblePay's unique program to increase their revenue on balance after insurance and decrease their cost of collections, while also enhancing the experience for patients in the communities they serve.

The results of the LVHN case study with AblePay included:

- 47.3% increase in collection rate compared to LVHN historical collection rate.
- 43% increase in out-of-pocket revenue per patient.
- 16.7% increase in additional revenue reported for AblePay patients at LVHN facilities.
- Days to collect decreased from 97 days to 14 days for AblePay members.
- Earned a Net Promoter Score (NPS) of 89 from LVHN patients who joined AblePay.

To learn more about AblePay, contact:

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