

# How Blessing Health System personalized estimates to improve patient satisfaction

## Client success story



Following the implementation of Patient Estimates, patients expressed gratitude for explaining their insurance benefits in detail and providing an estimate. This allows patients to understand what to expect. Preparedness and knowledge are keys to peace of mind in the world of health care expense.

— Pam Shepherd, Informatics Analyst, Blessing Health System

## Challenge

To provide patient estimates, Blessing Health System relied on various printouts and spreadsheets of price lists from different departments of the hospital. Lists needed to be manually updated, and the staff often relied on outdated information. The process wasn't standardized, and estimates were inconsistent across the enterprise. Estimates also didn't consider a patient's insurance information. Patients didn't understand their financial obligation, which caused frustration among patients and employees.

## Solution

Blessing Health needed to find a way to advise patients of their financial liability, as well as give staff a tool they could confidently use to request patient payments upfront to increase collections. They wanted real-time estimates that were personalized based on a patient's insurance and contract information. To do this, Blessing Health reached out to Experian Health to integrate Patient Estimates, and later Contract Manager, into their Allscripts® workflow.

**Patient Estimates** is a user-friendly, web-based pricing transparency tool for hospitals, medical facilities and physicians that creates accurate estimates of authorized services for patients before or at the point of service. It combines data from the provider's chargemaster, claims history and payer contract terms and the patient's insurance benefits. Estimates incorporate financial assistance policies for self-pay patients, including prompt-pay discounts, state-mandated discounts and payment plans.

**Contract Manager** improves payer contract management and performance by validating reimbursement accuracy, recovering underpayments, executing appeals, managing claim status and evaluating contract results to negotiate more favorable terms with payers.



## Results

Through an automated, data-driven process, Blessing Health is now able to **provide personalized patient estimates that are 80 percent to 90 percent accurate**. (Inaccuracies result from unexpected tests or procedures.) As a result, Blessing Health benefited from a **58 percent increase in point-of-service patient collections**. Based on the cost to implement these services, **Blessing Health experienced a 1,200 percent return on investment**. After realizing success on the hospital side, Blessing Health implemented Patient Estimates for their physician group as well.

## About Blessing Health System

Blessing Health System is an integrated health system consisting of a nationally recognized physician group, an accredited college of nursing and health sciences, a network of medical specialty businesses and a charitable foundation. Overseeing the activities of all the organizations within the system is Blessing Corporate Services, Inc., (BCS), which was formed in 1983 and is the parent company of Blessing Hospital; Illini Community Hospital; Blessing Physician Services; Blessing-Rieman College of Nursing; The Blessing Foundation; and Denman Services, Inc.