



Cedar +

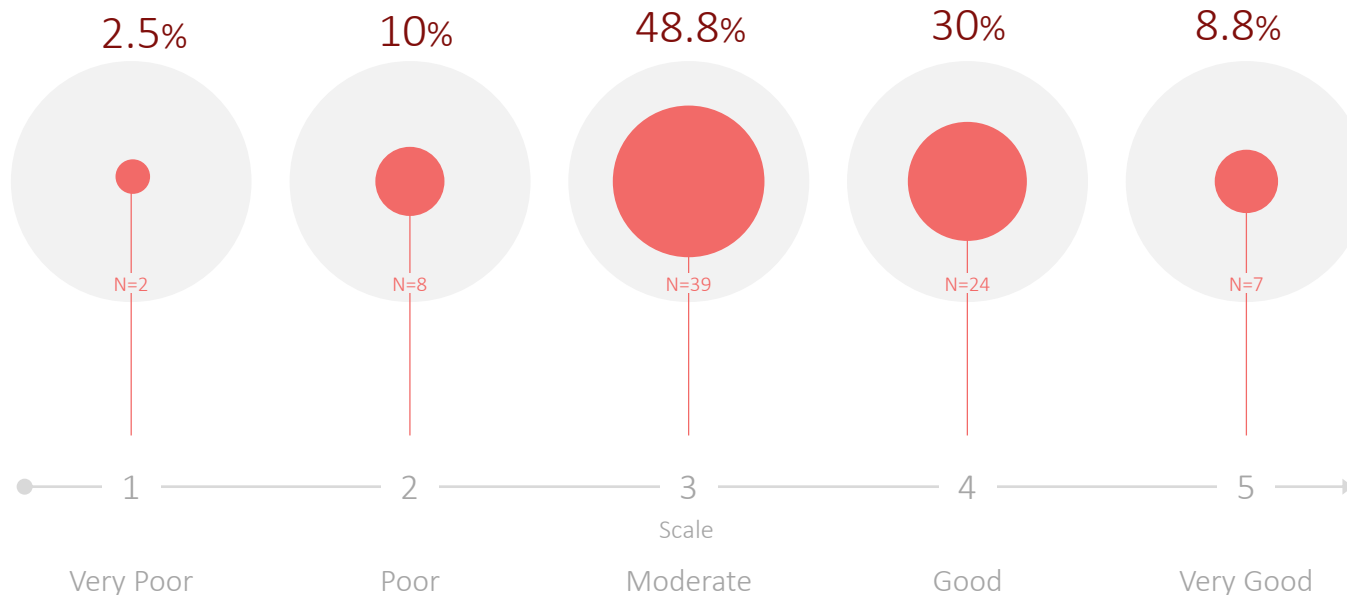
**BECKER'S
HEALTHCARE**

Cedar Patient Billing Survey

Patient Billing Survey Responses

On a 1 to 5 scale, how would you assess your organizations' approach to increasing patient financial responsibility?

N=79 responses



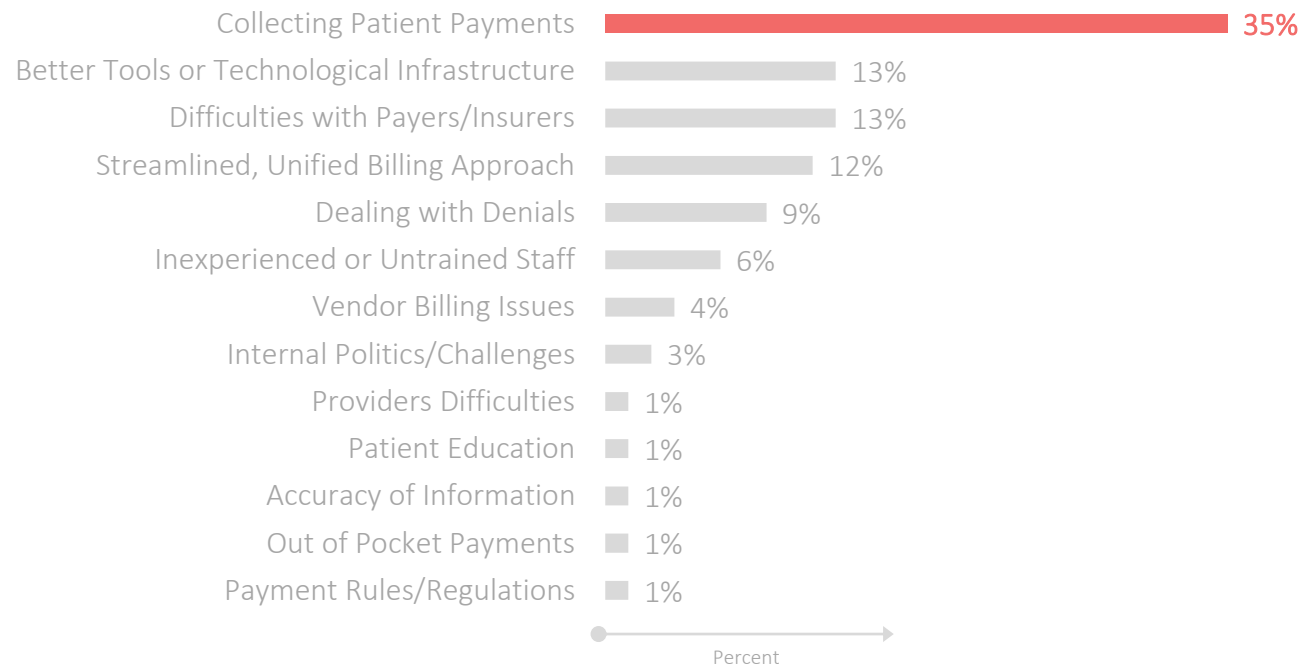
Emphasis on Patient Responsibility

Most respondents noted a moderate or high focus on increasing patient responsibility. Notably, only 12.5% of respondents indicated a very low or low priority approach, **leaving 87.5% of respondents indicating a moderate priority or higher.**

Among unstructured responses to provide detail on these scores, **49% of respondents felt there was room to improve** their patient billing practices, while **22% expressed satisfaction with the status quo.** The most prominent billing practice was ensuring patients pay before or at time of service (**16% of respondents**).

Patient Billing Survey Responses

What is your organizations' single biggest challenge regarding patient billing? (Free-form responses) N=78 responses



Tackling Major Billing Challenges

Patient payment collections outweighed other issues by a significant margin among biggest challenges regarding patient billing (35%).

Better tools, payer/insurer challenges and streamlining processes were roughly equal in volume.

Respondents also occasionally noted frustrations with inexperienced or untrained staff (6%), as well as internal politics and challenges (3%).

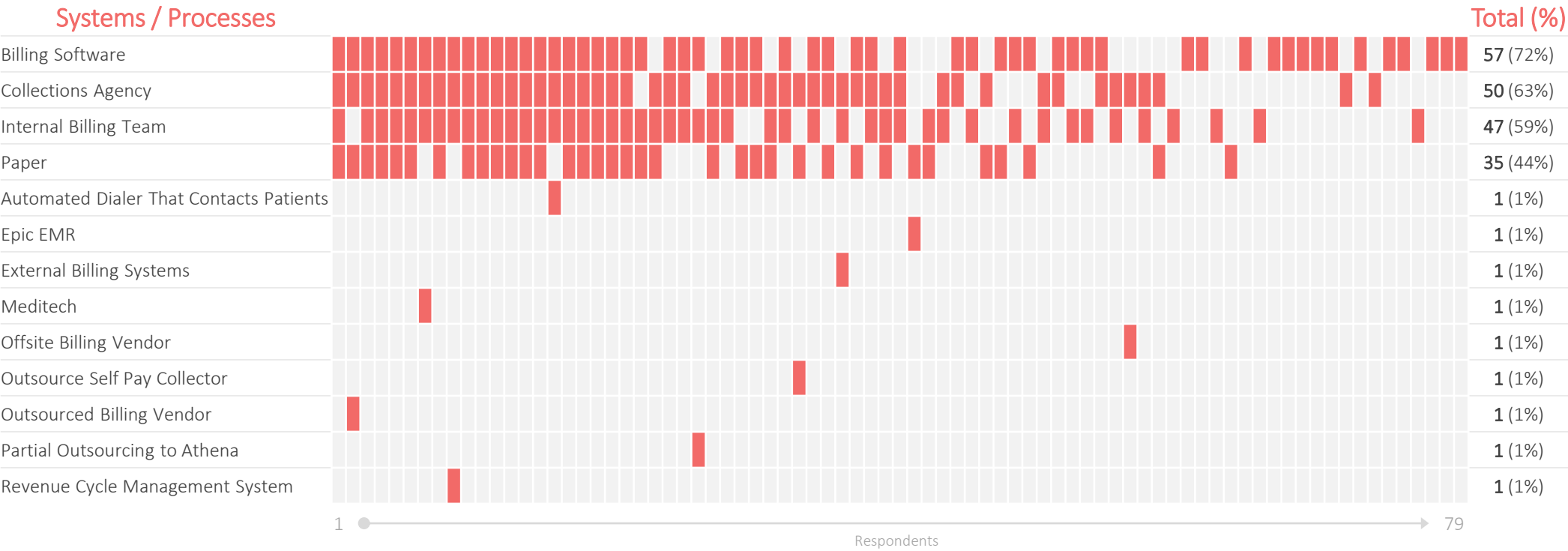
Patient Billing Survey Responses

Among respondents, billing software was most utilized (72%), followed by collections agencies (63%), internal billing teams (59%) and paper billing (44%).

Yes No

What systems and/or processes does your organization currently use for patient billing? (Please select all that apply)

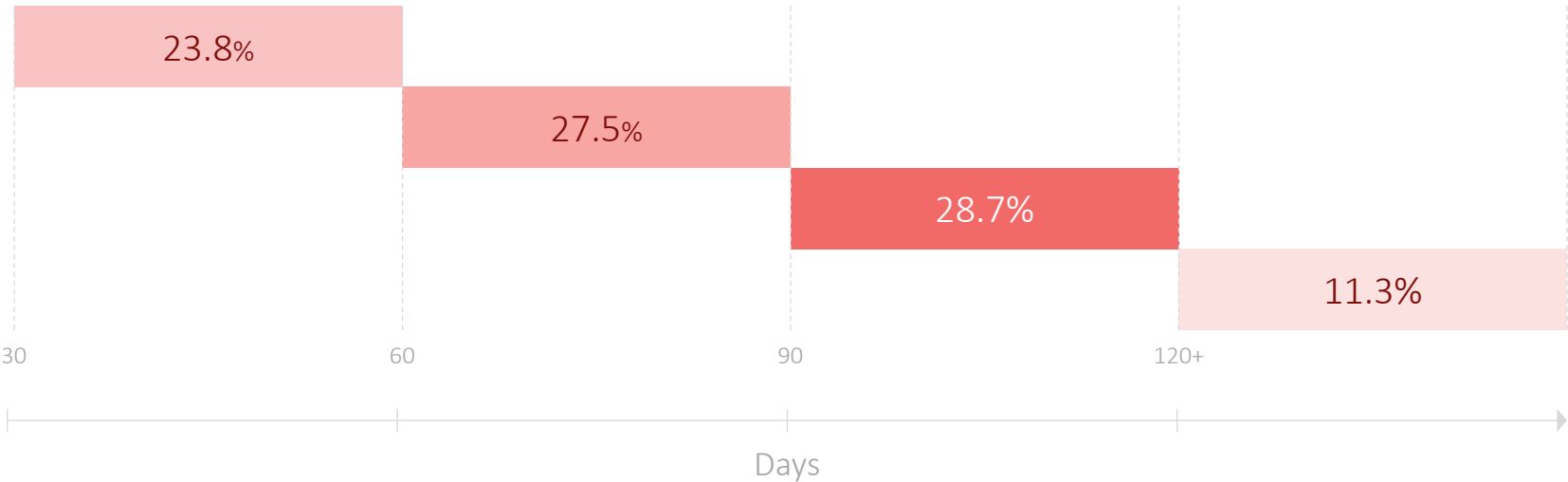
N=79 responses



Patient Billing Survey Responses

On average, how long does it typically take for your organization to collect patient payments?*

N=79 responses



Patient Billing Timeframe

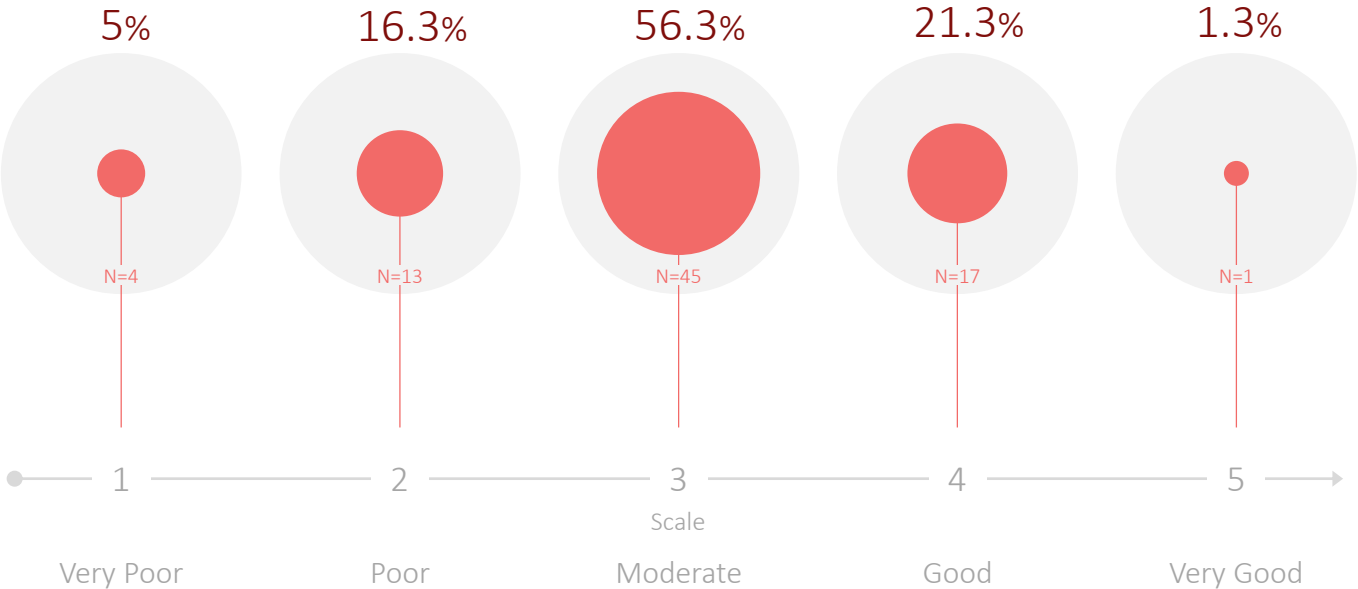
Responses were diffuse across time periods; while a slim majority of payments are typically collected within 90 days (51.3%), 40% are collected after 90 days or more.

*Note: 8.8% indicated "Don't Know."

Patient Billing Survey Responses

On a 1 to 5 scale, how would you assess current patient satisfaction with the billing and payment process at your hospital or health system?

N=79 responses



Patient Satisfaction with Billing

Most respondents rated patient satisfaction at moderate or higher (78.9%).

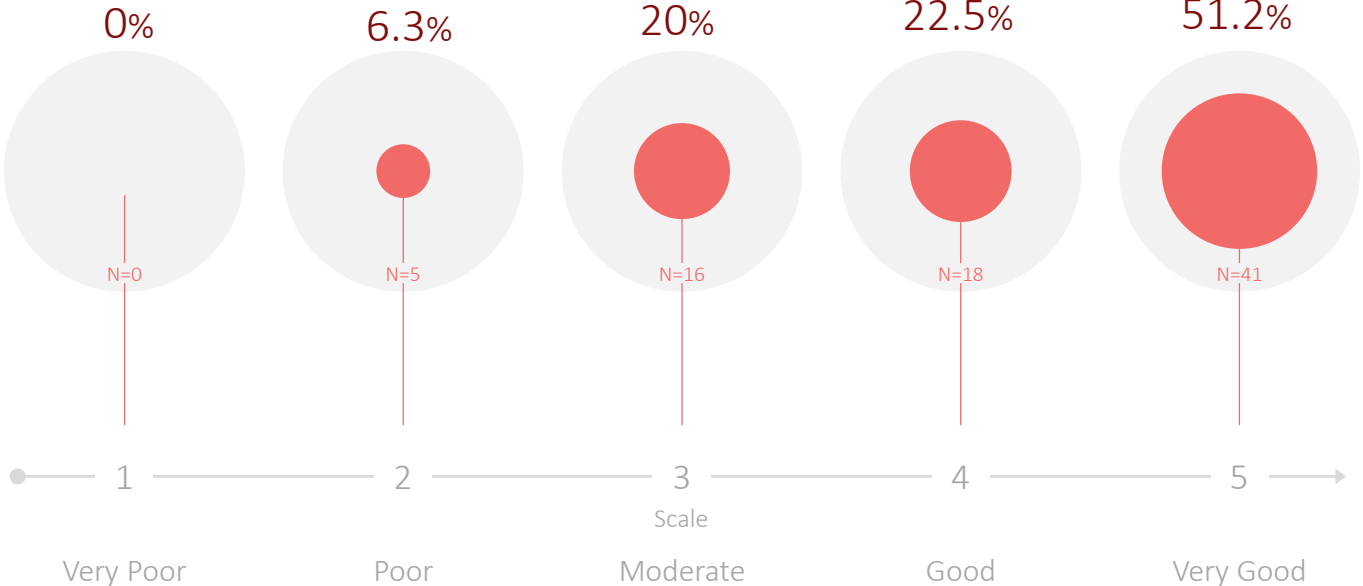
While a single theme did not stand out among open responses, a focal point of praise and frustration was patient billing.

Clear, timely and precise statements were lauded as key to a smooth billing process, while others complained that patients were often confused and frustrated with opaque or inaccurate statements.

Patient Billing Survey Responses

On a 1 to 5 scale, how high of a priority is the patient billing and payment process at your hospital or health system?

N=79 responses



Methodology

To gather the insights, Cedar, in partnership with Becker's Hospital Review surveyed 79 senior financial leaders. The survey was conducted online within the United States from July 17 to Aug. 1, 2018. The respondents included 28 C-level executives, 16 vice presidents, 24 directors and eight managers with health systems, academic medical centers, community hospitals, medical groups and children's hospitals across the U.S.