

Compassionate Collections

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Health

UTMB Health Core Values

We demonstrate **compassion** for all.

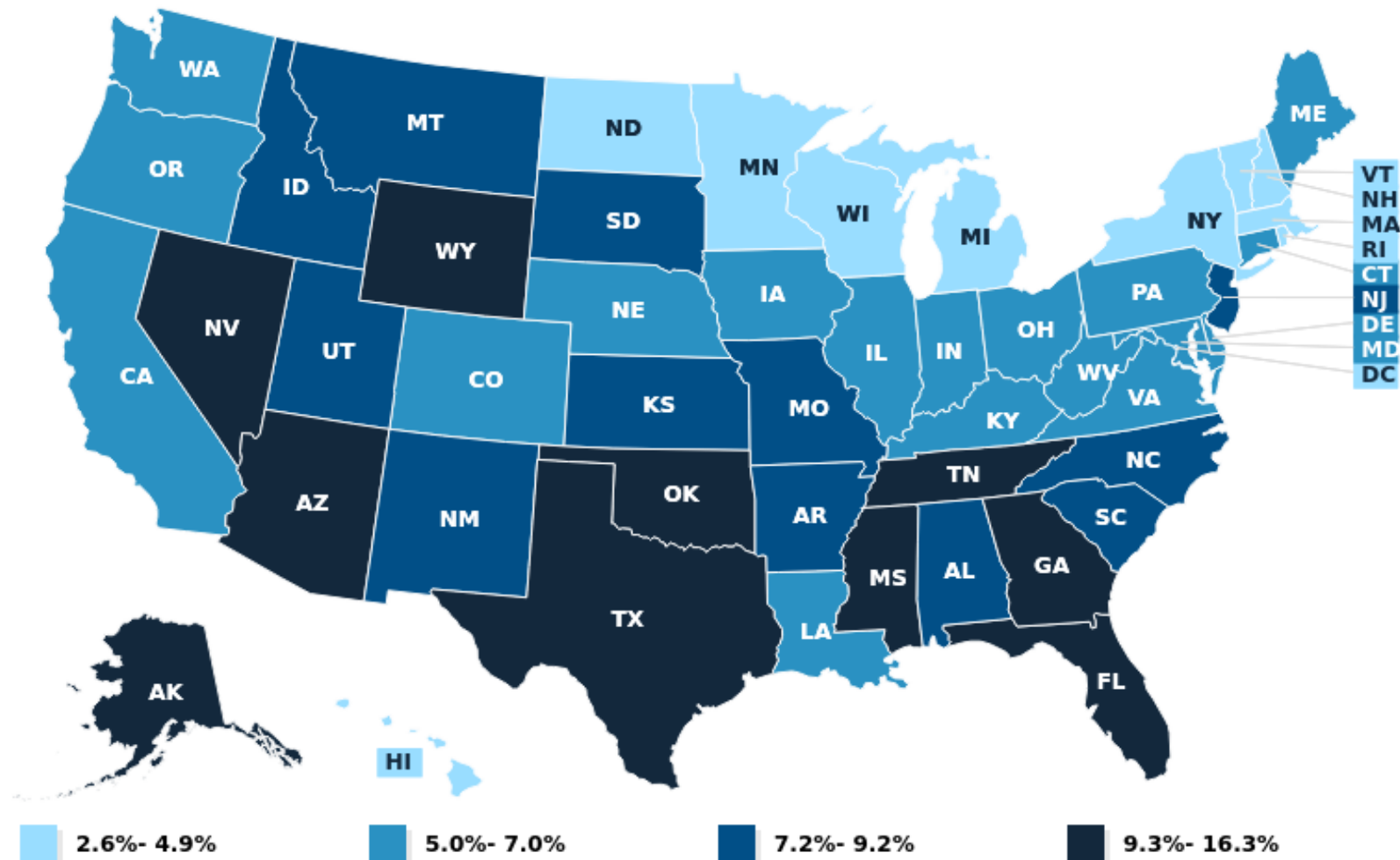
We always act with **integrity**.

We show **respect** to everyone we meet.

We embrace **diversity** to best serve a global community.

We promote excellence and innovation through **lifelong learning**.

Health Insurance Coverage of the Total Population: Uninsured, 2023



SOURCE: KFF's State Health Facts.

Patient Financial Experience

- We **estimate** our patient's out-of-pocket (OOP) costs for future scheduled or anticipated services.
- We **notify** the patient of the expected OOP as soon as possible.
- We **collect** or **make arrangements to collect** estimated OOP costs before providing services.

Patient Financial Responsibility Policy

- It is not the intent of this policy to demean, embarrass, or insult our patients. Our goal is to help patients get the care they need.
- We know that most people cannot pay large medical bills in full and that this is a very sensitive matter to our patients.
- This information should always be discussed discreetly to protect the privacy and dignity of our patients.
- These discussions must be handled with empathy, emotional intelligence, and critical thinking.
- **We will not deny medically urgent or emergent services due to a patient's inability to pay.**

Today's Business: Escalation Outcomes

Epic Payment Non-Collection Reason Codes include:

Legal Exception (Risk Management)

Unavailable for Payment (House calls, patients transported from SNF via EMS)

Requires Comment

Downtime (Epic or CC machine outage)

Minimum Payment Made (partial payment approved)

Management Exception/Medically Necessary (approval via medical triage or service guidelines)

Requires Comment

Balance from Prior Service: considered "Request but not Require"

Visit deemed 'safe to reschedule': Cancel/Reschedule reason **Patient Cancellation Financial**

Weekly Reporting 9.8.25

Row Labels	Count of MRN
(blank)	5299
Prev Balance - Patient will pay MyChart	652
Management Exception (Approval Required)	38
Prev Balance - Patient given billing contact	3693
Medically Necessary (Approval Required)	112
Unavailable for Payment	200
Prev Balance - Partial payment made	87
Minimum Payment Made	199
Prev Balance - Patient has payment plan	114
Pending Eligibility/Coverage/RWSP	22
PSC Patient Clearance in Process	7
System Downtime	10
Legal Exception	2
Grand Total	10435

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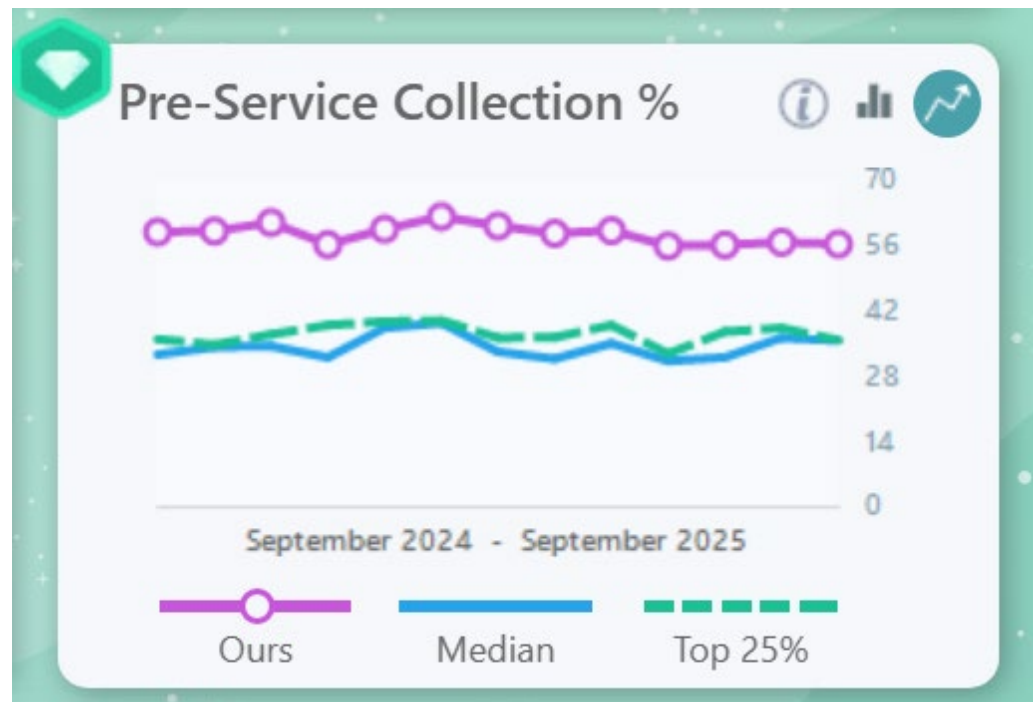
“Compassionate Collections”

- **Acknowledge:** American Healthcare is expensive—and patients and staff are more stressed than ever.
- **Introduce:** The idea that we are their advocates, trying to help them manage payment/balance and give them resources.
- **Discretion:** We will have difficult conversations via phone/MyChart or remove difficult conversations from public areas. Our patients deserve our respect.
- **Empathy:** What if this was you or someone you love?
- **Thank:** “Thank you for letting me know. I am here to help you in any way I can”.

Epic Financial Pulse: Pre-Service Collections HB, Academic Large/Very Large Texas

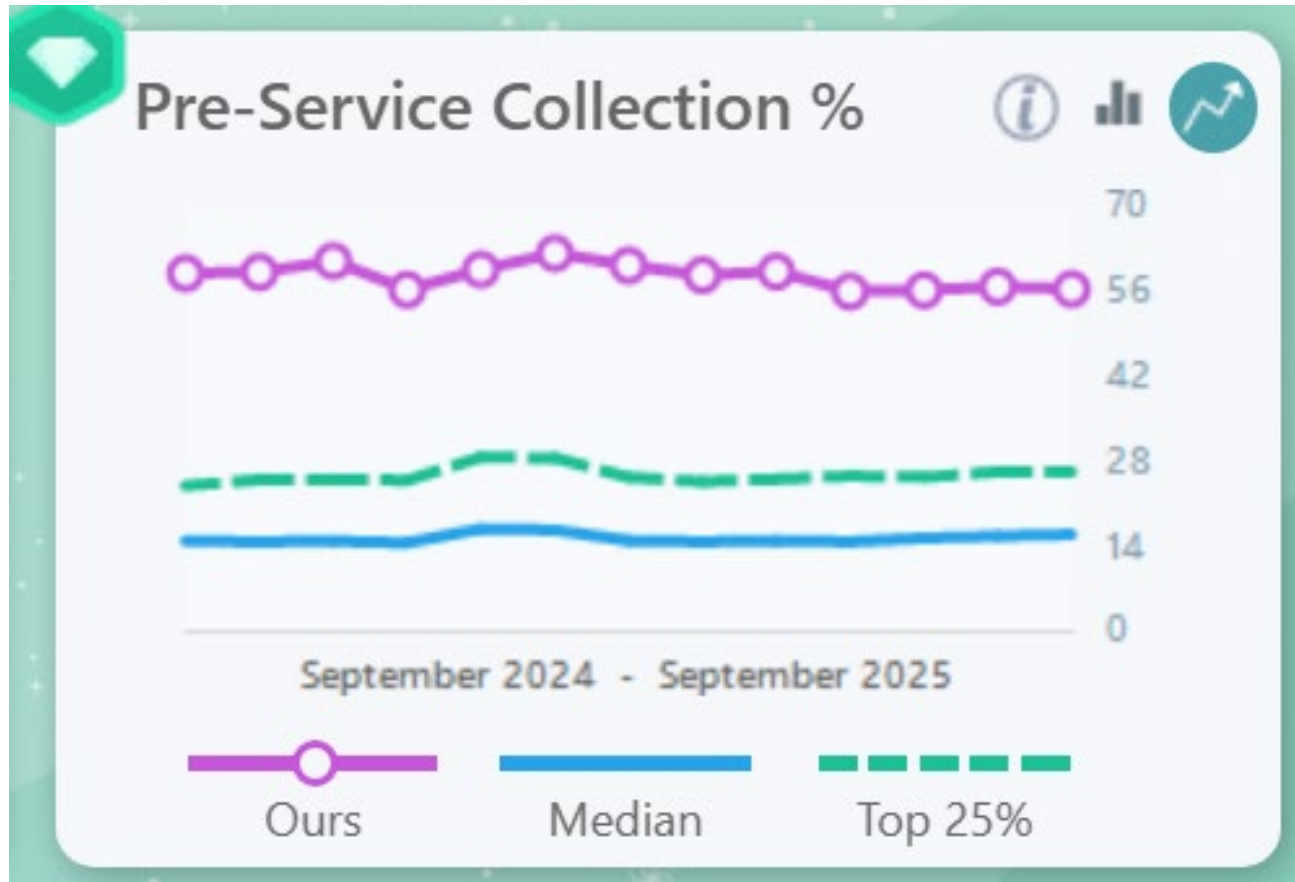
Pre-Service Collection %

The percentage of HB and PB self-pay payment dollars that were collected pre-service. A payment is considered pre-service if it is a visit prepay, copay, Visit Auto Pay payment, or pre-service payment plan payment.



Epic Financial Pulse: Pre-Service Collections

HB, All Epic



2024 Map Award Winner

Winners of the 2024 MAP Award for High Performance include the following organizations.

Winning integrated delivery systems:

- Baylor Scott & White Health, Dallas
- Geisinger Health System, Danville, Pa.
- Intermountain Health—Peaks Region, Broomfield, Colo.
- University of Texas Medical Branch, Galveston, Texas

“These organizations have demonstrated their commitment to putting patients first when it comes to their billing and payment practices,”
--HFMA President and CEO C. Ann Jordan, J.D.