



HOW TO TREAT YOUR SELF-PAY PATIENTS USING A VALUE-BASED CARE APPROACH

A Proactive, Patient-Centric Approach Benefiting the Financial Health of Your Organization by Addressing Root Cause Issues to Decrease Bad Debt Write-Offs and Unreimbursed Care

At achi, we understand that health systems are no stranger to charity care and bad debt write-offs. Factors such as the Social Determinants of Health (items like access to food, housing, transportation, financial stability, strong support networks, etc.) paired with additional insurance challenges (uninsured, underinsured, etc.) present payment barriers for your self-pay patients, accounting for millions of dollars in unreimbursed care.

By analyzing claims data for better visibility on your at-risk populations and connecting self-pay patients to achi resources, you can proactively manage your self-pay population, providing them with care pathways that focus on prevention and address root causes, allowing for a cohesive intradepartmental approach.

This value-based approach to proactively meet your self-pay populations' most pressing needs through patient-centric care saves costs within your organization by addressing root cause health issues, reducing unnecessary medical visits and hospitalizations, improving long-term care pathways for patients, decreasing short-term symptom treatment, and enhancing the overall population health within your communities. Your demonstrated support to the individual health of self-pay patients prevents additional write-offs, furthering your organization's financial health and success.



A CUSTOMIZED, PROACTIVE STRATEGY TO IMPROVE THE HEALTH & WELL-BEING OF YOUR SELF-PAY PATIENTS WHILE DECREASING OVERALL COSTS

We work with your team to:

- Analyze current healthcare spend through claims data to identify opportunities
- Determine baselines of your organization's current self-pay patient payment programs and overall health
- Provide screening tools to identify additional opportunities within the self-pay patient population
- Determine levers to help reduce unnecessary medical visits and hospitalizations and assist with implementation of new pathways
- Collaborate with your team to design a customized strategy for proactive resolution that fits your organization
- Coordinate holistic interventions and care pathways through local resources / partnerships with community organizations
- Implement a patient contact center to outreach and connect with patients and coordinate referrals to local resources and support with trusted, reliable service
- Provide executive and quality / operational dashboards tracking the progress on patient engagement and well-being and healthcare spend
- Maintain ongoing monitoring and analysis of data to evaluate impact, track ROI, and refine services to meet the patient and organization's health needs

Ready to uncover what barriers exist for your self-pay patient populations and develop the best strategy to proactively meet their most pressing individual needs? Contact us today to get started.

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