

Altus Neighbors Emergency Clinics At-A-Glance

CASE STUDY



FIFTH THIRD BANK

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Neighbors Emergency Centers (NEC) serves the greater Houston, TX area with 6 locations. These full-service 24/7/365 clinics expand the emergency care footprint of the Altus hospitals. NEC seeks to enhance the patient experience through convenient, patient-centered care and offers x-ray, CT, ultrasound, laboratory, IV fluids and medications, and all adult and pediatric emergency care.

Due to the nature of emergency/urgent care facilities, collecting from patients is often a challenge, which can lead to a large amount of bad debt for the provider. NEC was searching for a better way to boost patient payments without incurring significant additional expense. After considering other options, including a major investment in their own call center, NEC opted to add Health Express Advanced eBilling powered by Health iPass to their collection toolset.

“We have seen a 56% increase in inbound call volume from patients paying their bills after receiving a text/email.”

—Ebony Heron, Patient Advocacy Manager for NEC

35%

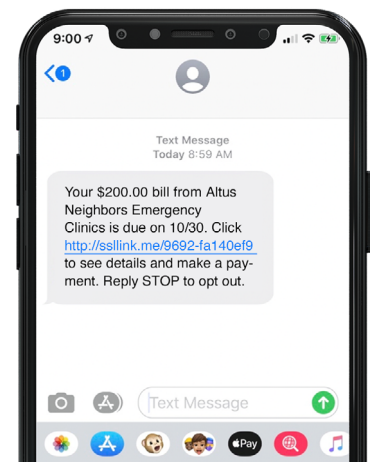
35% year over year increase in patient payments

\$0.15

Reduced costs from \$2.01 per collection call to \$0.15 per outreach since switching to Advanced eBilling

\$140k

\$140K increase in patient payments in the first three months




According to Ebony Heron, Patient Advocacy Manager for NEC, “since implementing Health Express Advanced eBilling, we have seen an incredible boost to our staff and resource efficiency. Rather than relying on outbound calls, that often go unanswered, **we have seen a 56% increase in inbound call volume from patients paying their bills after receiving a text/email.** We are collecting significantly more patient-responsible dollars for a lot less. In fact, **Health Express more than paid for their own yearly fee in the first month.**” -Ebony Herron Patient Advocacy Manager, NEC

**Contact your Relationship Manager or
Treasury Management Officer today to
learn more about [Fifth Third’s Health Express.](#)**



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