CAPLINE HEALTHCARE MANAGEMENT

Inc.
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WHY ARE PATIENTS FRUSTRATED WITH HEALTHCARE BILLING AND THE LACK OF A STREAMLINED PROCESS TO CORRECT ERRORS?

Introduction

The healthcare billing process is complex due to a combination of factors, and this complexity can make it challenging for patients. Medical billing involves several entities, including healthcare organizations, doctors, and insurance companies. Each of them has different billing practices, leading to confusion among patients.

Today, patients frequently express frustration with the healthcare billing process due to lack of clarity, surprised or unexpected costs, and difficulty understanding the billing structure. It affects overall patient satisfaction and experience. This whitepaper discovers the reasons behind patient frustration with the medical billing process and provides solutions to overcome it and retain patients.

According to a survey conducted by Zelis and Hanover Research to understand the patient's financial experience with medical billing, 41% of participants said they are frustrated trying to address billing errors. Read the whitepaper to learn more about the key findings.

The Reasons Patients Are Frustrated With Healthcare Billing

The survey conducted by Zelis and Hanover Research conveys healthcare consumers are dissatisfied with the current patient billing and collection process. Hence, they are demanding more streamlined and convenient options. What could be the root causes of the billing issues patients are facing? Let's explore here.

Lack of Billing Transparency

Patients often find it difficult to understand what they are charged for and why. Only 30% of respondents feel confident in identifying a billing error, as per the Zelis and Hanover Research. Therefore, most patients feel frustrated when they receive bills with unclear or unexplained charges.

Surprise Billing

A medical bill may come as a surprise for many patients. It happens when unexpected medical bills come from a healthcare facility. Usually, when patients unknowingly receive care from providers outside their insurance network or insurance companies deny coverage for certain services. As per, The No Surprise Act, sending surprise medical bills to patients for emergency services or specific out-of-network services is illegal.

Medical Billing Errors

Billing errors are not uncommon in the healthcare industry. Inaccurate billing can lead to incorrect charges or insurance claim denials. These errors can result in delayed payment processing and administrative hassles for patients.

Lack of Coordination

Patients often face issues with providers not coordinating with their billing issues properly, such as receiving multiple bills for the same service. Patients, almost 80% of them think healthcare facilities must implement a better process to resolve billing issues. Also, they believe in receiving better healthcare services and faster resolutions.

Poor Resolutions for Billing Issues

When patients encounter billing errors, resolving them can be challenging and time-consuming. Navigating through patient answering services or customer services can lead to patients' frustration. 70 percent of people who attempt to resolve a billing error spend more than two hours understanding the process as per a survey.

How Does It Impact Healthcare Practices?

The medical billing process can create several hassles for your practice if not streamlined and monitored. An inefficient medical billing process can have several negative impacts on your healthcare practice.

Increased Administrative Burden

Billing errors mandate re-work over and over again. Hence, it leads to a loss of time, as your practice staff dedicates their time to resolving the billing issues while leaving much more significant tasks undone.

The Backlog

Medical billing and coding issues result in claims rejections. And, if there is a large amount of rejected claims, new claims don't get processed. It creates a backlog and as a healthcare provider, you may have to hire extra staff to deal with the backlog, leading to an additional expense. Moreover, claim denials due to billing and coding errors make it impossible for a healthcare practice to project cash flow.

Poor Revenue Cycle Management

The medical revenue cycle management process tracks revenue from the time of patient appointment and concludes when the healthcare practice receives reimbursements for the services rendered. So, if this RCM cycle is long, it indicates a problem in billing, claim processing, and collection functions.

Unhappy and Dissatisfied Patients

Patients can turn extremely angry or unhappy if they have to pay unplanned out-of-pocket medical expenses that come as a surprise. It will lead to a poor patient experience and negative reviews. Further, it may affect your healthcare practice's reputation in extreme cases.

Compensations and Legal Charges

If the billing errors are identified as to be fraudulent, they can result in legal charges, fines, loss of privileges, or additional costly legal expenses to deal with the consequences.

What is the Solution? - Ask the Experts!

The key findings of the Zelis and Hanover Research survey include

38 percent of consumers want improved customer support for immediate billing inquiries

50 percent of them want digital payment options

Let's explore the solutions now

#1 Clear Communication

Have clear communication with your patients. Explain charges and potential costs to patients before providing services. Further, offer detailed invoices after the visit or treatment. Ensure your patients are aware of potential out-of-pocket expenses or insurance coverage limitations.

#2 Prompt Response

Train your staff to address inquiries related to billing issues promptly. Delayed responses can increase patient frustration. Therefore, it is essential to establish a dedicated communication process for billing-related questions and concerns.

#3 Flexible Payment Options

Consider offering payment plans or financial assistance programs for patients struggling to pay their bills. It can help alleviate financial stress and prevent billing-related anger.

Capline Can Help Streamline Your Medical Billing

Capline Healthcare Management is one of the fastest-growing medical billing companies in the United States. With a happy client base of 400 healthcare providers collecting optimal revenue, we offer comprehensive medical billing solutions to streamline medical billing.

Our billing experts review patients' billing issues and review their claims thoroughly. If an error is detected, our team rectifies it promptly and communicates the resolution to the patient.

We are adept at healthcare billing regulations to ensure compliance with relevant laws to prevent billing errors that might trigger patient dissatisfaction.

Outsource Your Medical Billings Needs to Capline and Experience

Near Zero Billing Errors

Prompt Billing Issues Resolution

Improved Patient Satisfaction

Contact our billing experts today! 888-444-6041

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