

PATIENT ESTIMATOR


PART OF THE REVENUE CYCLE AUTOMATION SUITE

Your organization needs to capture revenue up front during patient point of contact to reduce time spent on patient follow-up and to accelerate patient collection times. With healthcare consumers having more financial responsibility for their healthcare services, it is important to effectively communicate and educate your patients about their financial responsibilities at the time of care.

PNC HEALTHCARE DELIVERS

Patient Estimator allows your staff to give patients written estimates of their expected out-of-pocket responsibility after payment by their insurance carrier based on their plan coverage (taking into account any remaining applicable deductible and co-pays). Providing patients with information and transparency into their costs can improve patient satisfaction, help you increase point-of-service collections, and help you reduce costs. Illustrated below is an example of information you can provide to patients prior to service.

PAUL BACCPUM

HOSPITAL 

09/09/2016

PAUL BACCPUM
YA TAX 5088
HEMYAM, WV 95855

Hospital Charge Estimate

Patient Name: PAUL BACCPUM
 Account Number: 99999999
 Date of Estimate: 09/09/2016

Thank you for choosing Hospital for your health care needs. Below you will find an estimate of the price for your upcoming test/procedure at Hospital. Based upon information from your health insurance company, the estimate for services is below.

Test/Procedure: 76700, 0227T, 45380, 74181, 75561
 Physician: 1609853845

Total Charges	\$12,598.00	Deductible	\$0.00
Insurance Adjustment	\$3,302.00	Co-insurance	\$0.00
Allowed Amount	\$9,296.00	Co-pay	\$0.00
Insurance Payment	\$7,902.00		
Balance Due	\$1,394.00	Patient Responsibility	\$1,394.00

Please note that this is a hospital estimate only and does not include physician, anesthesiologist, or other professional provider fees. Actual total charges could increase or decrease depending on what may be required to carry out your physician's orders. If you have indicated that you have met your annual deductible, you may be billed if your insurance company indicates a remaining deductible.

If you require any further billing information, or have any questions, please contact Patient Billing Services at 512-328-3419.

WHAT IS PNC'S PATIENT ESTIMATOR?

Patient Estimator is a Software as a Service (SaaS)-based analytical and workflow application that enables healthcare organizations to estimate their patients' financial responsibility amounts prior to service. Payment Estimator applies real-time analytical processing to scheduling and registration data along with historical claims and remittance data to calculate the patient balance prior to service, and assists you in collecting patient balances at the time of service.

The Patient Estimator solution:

- Generates estimates of coinsurance amounts without loading and maintaining payer contracts.
- Provides estimates for both inpatient and outpatient medical services.
- Automates eligibility transactions for co-pay, insurance deductible and coinsurance percentage used in the calculation of the patient-specific estimated payment responsibility.
- Enables patient payment estimation pre-service, point-of-service and on-demand.
- Produces a customized, patient-friendly estimate letter without needing to conduct time-consuming manual calculations.

WHAT IS PNC'S PATIENT ESTIMATOR? (cont.)

The following chart illustrates the components of an estimation:¹

Estimation for Service <small>Estimate as of February 9, 2016, 1:54 PM</small>			
Total Charges	\$876	Deductible	\$500
Insurance Adjustment	\$15	Co-Pay	\$50
Allowed Amount	\$861	Co-Insurance	\$0
Insurance Payment	\$311	Stop Loss	\$4,850
Balance Due	\$550	Patient Responsibility	\$550

- **Integration:** Patient Estimator can be integrated with PNC's Access Guardian for a complementary solution or is available as a stand-alone solution.
- **Adaptability:** Patient Estimator has the flexibility to adapt to multiple situations in which an estimate is needed for pre-registered services. These situations include: walk-in patients, existing patients who may not yet have scheduled a procedure and "on-demand" patients calling in with pricing questions.
- **Easy implementation:** Patient Estimator uses your existing electronic claim files and remittance files to apply predictive analytics for estimates of charges, insurance discount rates and co-pay for medical services, without the need to utilize and maintain provider contract information.
- **Increased cash flow:** Patient Estimator can help you improve patient collections at point of service.

PATIENT ESTIMATOR: KEY FEATURES AND FUNCTIONALITY

- Extracts the co-pay amount based upon the hospital services from the payer eligibility (271) response.
- Provides a patient responsibility estimate based on patient registration (HL7) and historical claim remittance (835)/claim submission (837) data.
- Generates a customized patient letter containing the patient-specific estimate.
- Establishes business rules for co-pay and full patient responsibility estimates, raises alerts and monitors the collection process.
- Creates departmental work lists including co-pay alerts so you can prioritize the claims with the greatest return.
- Provides performance reporting by department and by user to track potential to collect versus the actual amount collected.



READY TO HELP

At PNC, we combine a wider range of financial resources with a deeper understanding of your business to help you achieve your goals. To learn more about how we can bring ideas, insight and solutions to you, please contact your Treasury Management Officer or visit pnc.com/healthcare.

¹ The estimate provided when using this tool is just an estimate of the patient's expected out-of-pocket responsibility after payment by the patient's insurance carrier; we do not guarantee the accuracy of such an estimate.

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