

# Berger Health System Selects SurePayHealth for Patient Financial Responsibility and POS Collections

CASE STUDY

**Berger Health System**  
Circleville, OH



**Type of Facility:**  
Community Hospital

**Service Statistics:**

Total Admissions - 3,078  
Newborn Admissions - 439  
Emergency Department Visits - 31,823  
Outpatient Surgical Procedures - 3,770  
Outpatient Radiology Procedures - 390,088  
Laboratory Procedures - 295,904

*SurePayHealth® offers an accurate statement of patient financial responsibility at Point of Service, verifying patient identity, eligibility, and benefits, and accurately calculating the patient fee. After activating SurePayHealth, hospitals increase cash collections by tens of thousands of dollars every month.*

**SurePayHealth® helps hospitals and clinics accelerate collections and control the revenue cycle**

In 2009, Berger Health System, located in Circleville, Ohio, implemented a point-of-service collection effort. To provide an accurate estimate of patient financial responsibility, Berger Health System selected SurePayHealth (SPH) from Recondo® to assist with initiating and optimizing their collection program.

**Pursuing a Point-of-Service Collections Program**

Prior to using SPH, Berger Health System had not considered point-of-service collections a priority, and no patient collections were being made at the time. Recognizing

**Benefits**

- Automatically generates accurate statements of patient financial responsibility, helping collect more cash prior to service
- Reduces bad debt and write-offs
- Easy to use and requires little training
- Streamlines the information flow among payers and providers

the business need and importance to Berger Health System, leadership made the decision to pursue a point-of-service program.

**Garnering Strong Support from the Top**

Understanding the extent of the culture change to ask for payment up-front, Berger garnered strong support from executive leadership and tasked Amy Gregg, Manager of Patient Financial Services, as the primary stakeholder for the project.

**SurePayHealth Experiences Positive User Acceptance**

Recondo activated SPH at Berger Health System in May 2009, with initial project focus given to scheduled procedures and pre-registration, and user acceptance was positive.



**SurePayHealth**

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**BERGER HEALTH SYSTEM**

THE RIGHT CHOICE FOR GENERATIONS

*"We are providing a service to our patients by keeping them informed of their financial obligations. This allows for the resolution of payment-related questions prior to service, ensuring the patient is able to concentrate on medical needs rather than how to pay for their bill."*

*"We found the Recondo team wonderful to work with. They listened to our issues and concerns and are always responsive to our needs. This relationship has complemented our point of service efforts allowing us to experience success."*

Amy Gregg  
Manager of Patient Financial Services  
Berger Health System

## Expanding SurePayHealth Collections to Other Departments

Shortly after the May 2009, implementation of SPH, Berger Health System expanded their point-of-service efforts with the addition of inpatient and outpatient common visits. In September 2009, Berger Health System initiated use of SPH in the Emergency Room with positive collection results and utilization.

## Collections Up!

As of December 31, 2009, Berger Health System has collected \$42,500, a significant achievement for a community hospital of its size.

With the use of SPH, Berger Health System consistently provides patients with an estimate of their out-of-pocket financial responsibilities, and where needed, provides payment options that are patient- and budget-friendly.

## Find Out More Today

Contact Recondo Technology today to see how SurePayHealth can help you collect more cash every day.

Call 888 RECONPAY or visit us online at [www.recondotech.com](http://www.recondotech.com).



**SurePayHealth**

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