

Self-pay solutions that improve your cash flow and your patient relationships

Today's health care organizations face a common challenge: trying to successfully liquidate a growing portfolio of self-pay receivables while maintaining positive patient relationships. Are you confident your staff has the skills, time, and tools to handle the technical and personal nuances of self-pay receivables? If not, we can help.



Patient-centered model: We treat patients with the same care and compassion you do. By taking time to understand your mission and values, we bring a tailored, intentional approach to each patient interaction.



Superior training: Our award-winning training leads the industry, from new hire onboarding to ongoing regulatory and educational updates.



Dedicated account management: Your Xtend Healthcare team is dedicated exclusively to you. They know your policies and standards, and they ensure they're always followed.



Leading-edge technology: Our innovative technologies include:

- Automated payment options
- Online payment portals
- Customized payment solutions
- Paperless billing
- Email and text payment reminders
- Self-service IVR
- Call recording
- Extensive reporting packages reflecting HFMA standard performance metrics
- Scoring and segmentation collection strategies that leverage machine learning and account for your community's unique payment and collection behaviors

Self-pay success story: by the numbers

Since 2014, UCSF Benioff Children's Hospital in Oakland, CA has placed more than **30,000** self-pay accounts with Xtend Healthcare.

To date, we have resolved more than **\$63 million** from those accounts — **94%** of the net dollars placed with us.

This cash flow stability helps the hospital continue delivering on its commitments to its patients, community, and people.



Predictive scoring and segmentation: Using your account data — and applying our technology and decades of evidence and experience — we create your unique scoring and segmentation model that optimizes workflows, increases collections, and reduces bad debt write-offs.



Regulatory focus: Our dedicated risk management team constantly monitors regulatory issues to ensure compliance with federal, state, and local laws. We also provide clients with regulatory education, as a value-add extension of our partnerships.

For three decades, we've delivered innovative solutions to healthcare providers, helping them uncover and overcome revenue cycle challenges. We can help you too. It starts with a conversation, to discuss your unique situation. Then **we'll provide a free diagnosis of your revenue cycle** and recommend solutions for long-term success.

Contact us today. Let's discover self-pay solutions that will benefit your patients and your cash flow.

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