

ASC Patient Financial Responsibility: Analyzing the Statistics

For the last several years, ASCs have witnessed a growing shift in the responsibility for payment of services from payers to consumers. This has created numerous obstacles for the delivery of surgical services, including the ability for patients to cover their expenses and surgery centers to collect what is owed to them.

An analysis of data concerning patient financial responsibility helps paint a clearer picture of the challenges facing patients and ASCs. Here are five key takeaways, with statistics to support them.

1. Patient responsibility has **substantially increased**



Average out-of-pocket costs for patients
Increased 11% from 2016 to 2017¹



Average annual premium for employer-sponsored family health coverage
Increased 5% to \$19,600 from 2017 to 2018²



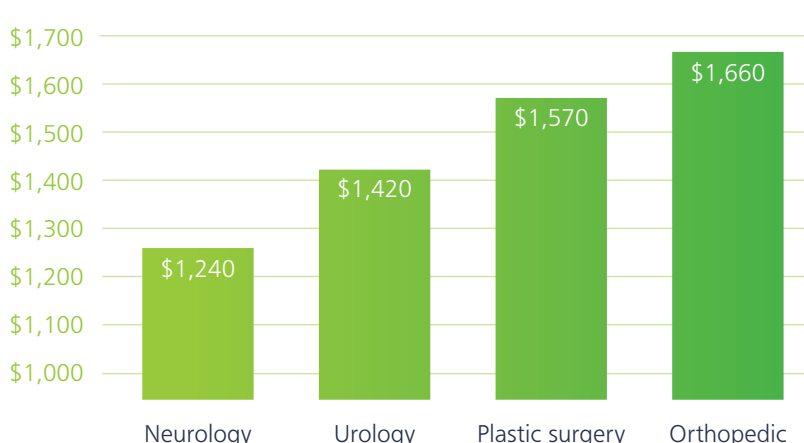
Average annual deductible for single coverage
Increased from \$300 in 2006 to \$1,350 in 2018²

2. Outpatient surgery expenses have **surged**



Outpatient surgery increased 19% from 2012 to 2016³
Average cost per surgery: \$4,722¹

2017 out-of-pocket costs¹



3. Patients are increasingly **focused on cost**



65% of consumers would switch providers for a better payment experience⁴



9 out of 10 consumers want to know their payment responsibility upfront⁴

4. Providers are struggling to address **patient needs** prior to delivering services



36% of providers never discuss a patient's ability to pay⁵



75% of patients do not know healthcare costs upfront⁵



30% of patients delay medical payments due to confusion⁵



55% of patients receive medical bills they thought were covered⁶

5. Patients are experiencing **negative effects** on their health and financial wellbeing



40% of people skip necessary medical tests or treatment due to costs⁶



28% of patients had a medical bill turned over to a collection agency⁶



37% of consumers have unpaid medical debt⁷

Take the lead on patient support.

Patient financial responsibility is on the rise and shows no signs of slowing down. In the interest of maintaining high patient satisfaction and collecting patient payments, ASCs must help educate patients on what they owe and be prepared to help patients cover their financial responsibility.

SOURCES

¹TransUnion Healthcare, ²Kaiser Family Foundation, ³Health Care Cost Institute (HCCI), ⁴InstaMed, ⁵West Corp., ⁶NORC at the University of Chicago, ⁷Federal Reserve



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