

## Fountain View Surgery Center improved patient collections & decreased patient refunds by utilizing Clariti Health's solutions.

Fountain View Surgery Center, located in Southfield, MI, has been serving the population of SE Michigan for the last 3.5 years. Fountain View Surgery Center is a state-of-the-art ambulatory surgery center committed to delivering the highest quality patient care, patient safety, and clinical excellence by providing affordable health care through highly skilled, competent, compassionate health care professionals.

### The Challenge

Fountain View Surgery Center staff understood the importance of cost share estimation and patient financial services. They were, however, having a hard time determining accurate patient benefits. The information regarding patient co-pay, co-insurance, remaining deductible and out-of-pocket maximum was not trustworthy; therefore making it impossible to provide the patient with a good faith estimate when factoring in allowable amounts, plan design, multiple procedures, implants, etc.

Furthermore, the process they had in place was tying up internal resources. The bottom line is the staff was spending too much time on a process that could not allow them to collect the right amount from the patient.

### The Solution & Outcome

Since implementing Clariti, the process of determining financial responsibility for both patients and payors has been smooth and efficient.

Fountain View Surgery Center has been able to:

- Quickly deliver accurate estimates to patients
- Improve patient collections prior to the DOS
- Decrease patient refunds and overall confusion
- Increase efficiencies and employee satisfaction

*The accuracy of patient estimates are not a concern after switching to Clariti!*