



**Contact:** Lia Conrad  
Dodge Communications  
770-576-2559

[lconrad@dodgecommunications.com](mailto:lconrad@dodgecommunications.com)

## **Navicure Survey Reinforces Need for ASCs to Accelerate Adoption of Automated Payment Solutions**

*Patient collections-focused survey finds ASCs can no longer afford to ignore patient responsibility*

**Atlanta, November 3, 2015**—[Navicure](#), a provider of cloud-based healthcare billing and payment solutions, today announced key findings from its most recent national survey highlighting patient collections challenges and strategies for ambulatory surgery centers (ASCs). The [findings](#) revealed that for 72 percent of respondents, patient payments represent 21 to 40 percent of overall revenue; however, only one-third viewed patient collections efforts as a high priority. It is [estimated](#) these patient payments could represent \$1.4 to \$2.7 million of overall revenue annually for an individual ASC.

Navicure and [Becker's Healthcare](#) deployed the survey in the third quarter of 2015 as a research study designed to better understand current trends in patient payment processes, challenges and technologies in ASCs. The majority of participants were administrators or billing managers (52%), followed by executives (25%) and owners (23%) within an ASC. Survey respondents represented a broad range of specialties and sizes: 62 percent of respondents were from ASCs with four to 24 physicians, while 36 percent were from ASCs with 25 or more physicians.

With most of the responding ASCs performing more than 100 procedures each month, many participants still rely on manual processes for collecting patient payments. For instance, 38 percent collect payments by mail and 41 percent take credit/debit card payments via phone. Additionally, when asked if staff estimate patient financial responsibility at the time of service, 77 percent replied "sometimes" or "never." Not surprisingly, 32 percent of respondents identified patients who are unable to pay as their top collections challenge, followed by patients who are slow to pay (30%).

"As more and more patients are paying out of pocket, it's important for ASCs to evaluate payment processes and determine how technology can enable a better collections model," said [Jim Denny](#), co-founder and CEO of Navicure. "The [results](#) of this survey confirm it's crucial for ASCs to recognize they cannot ignore one of their top payers—patients. With more than a third of ASCs still leveraging manual payment collections processes, there's a great opportunity for ASCs to improve their patient revenue with the help of effective, automated technology."

Denny concludes, "Navicure has been committed to conducting industry research to ensure we can continue developing the solutions our clients need, in addition to the educational resources and training tools to help them adapt to their changing revenue cycle management environments. As 2016 approaches, healthcare regulations continue to

demand the need for health IT. Now is the time for ASCs – and all healthcare organizations – to adjust workflows and processes to stay financially healthy and thrive.”

To view the complete survey results and analysis, visit [www.navicure.com/ascsurvey](http://www.navicure.com/ascsurvey).

### **About Navicure**

Navicure’s cloud-based healthcare billing and payment solutions help healthcare organizations of all sizes increase revenue, accelerate cash flow, and reduce costs associated with managing insurance claims and patient payments. Serving more than 60,000 healthcare providers nationwide, Navicure’s technology solutions automate account receivables processes, including claims management; patient eligibility verification; remittance and denial management including automated secondary claims filing, appeals, and posting; reporting and analysis; and patient payment collections at and near the time of service. Navicure’s solutions are supported by its unique 3-Ring® Client Service which guarantees that a client service representative will answer every client call in three rings or less, even during times of transition such as ICD-10. Navicure is the exclusive billing and payment solution of the MGMA AdminiServe® Partner Network and an MGMA Executive Partner. For more information, please visit [www.navicure.com](http://www.navicure.com).

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