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Navicure Survey Reveals Consumerism's Impact on Healthcare Organizations

Respondents report top challenges with cost estimates, staff resources and payment options

Atlanta, October 4, 2016—[Navicure](#), a provider of cloud-based healthcare claims management, patient payment and data analytics solutions, announced key findings from its recent survey on how healthcare organizations are responding to patient engagement and consumerism. Deployed in August 2016 in conjunction with [Porter Research](#), 63 percent of survey participants reported healthcare consumerism is affecting their patients and organizations, specifically with patients proactively asking about their cost of care and becoming more involved in deciding their medical treatment.

A large percentage of survey participants were healthcare executives (37%), practice administrators (34%) and billing managers (28%). Respondents represented a broad range of specialties and sizes: 33 percent from organizations with one to 10 providers; 34 percent with 11 to 50 providers; 12 percent with 51 to 100 providers; and 21 percent with more than 100 providers.

Key study findings centered on themes of price transparency, financial responsibility and payment options, including:

- **Payment options and price transparency are top-of-mind for patients.** Of the most common questions patients ask about their financial responsibility, respondents noted 58 percent inquire about payment plans, and 56 percent ask about total treatment cost. Other top questions include asking what balance is due (53%) and what payment options are available (43%).
- **Patient confusion with payment responsibilities is a top price transparency challenge.** The majority of respondents (67%) reported that patients do not understand their payment responsibility versus their insurance provider's responsibility. Further, 42 percent of respondents noted that estimating prices for services represents another top barrier.
- **The majority of healthcare organizations do not use key tools to make payments more manageable for both their organization and patients.** The study found only 33 percent of respondents use patient bill estimation tools, and a mere 26 percent of organizations send patients electronic statements. Finally, only 25 percent of healthcare providers securely store debit or credit card information on file.

"Patient payment responsibility will continue to increase given the steady rise of healthcare costs and insurance premiums," said [Jim Denny](#), founder and CEO of Navicure. "This study proves that patient consumerism is further complicating healthcare economics for both

patients and their providers, but there is good news: there are solutions that exist today that can make healthcare cost transparency and payments simpler.”

To view the complete survey results and analysis, visit www.navicure.com/patientengagement.

About Navicure

Navicure is a provider of cloud-based healthcare claims management and patient payment solutions that enable healthcare organizations of all sizes to increase revenue, accelerate cash flow, and reduce the cost and effort of managing insurance claims, patient billing and payments, and data analytics. Serving more than 100,000 healthcare providers nationwide, Navicure’s complete healthcare revenue cycle management platform integrates payer and patient billing with an advanced analytics dashboard utilizing real-time data to continually optimize operational workflow and financial results. Navicure’s unique 3-Ring® service supports every client with trained, experienced analysts who guarantee that every call will be answered within three rings. The 2016 Black Book™ RCM Survey recognized Navicure as the top-ranked end-to-end revenue cycle leader in three categories. Navicure is the exclusive claims management and patient payment solution of the MGMA Executive Partner network. For more information, please visit www.navicure.com, or follow [@Navicure](https://twitter.com/Navicure) on Twitter.

About Porter Research

Porter Research has for over 20 years worked diligently to understand and assess each client’s unique needs and to build a customized business-to-business research program to achieve desired goals.

The company has worked with over 300 healthcare IT companies, providing many with Go-to-Market Strategies based on its unparalleled experience, proven methodologies and knowledge-based analysis. Porter Research enables its clients to operate in a fast-changing market of new, emerging technologies and health reform issues. It provides the unbiased results that healthcare clients need to make informed, strategic business decisions.

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