COVID-19 Patient Experience Considerations

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MediRevv

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Creating positive patient experiences and maximizing cash today—amid the COVID-19 pandemic—may require a shift in your focus and procedures.

The following considerations are supported by our partner and patient feedback. All of these may not apply to all of you, but we urge you to grab hold of the ones that help you continue to take steps forward—we're right beside you!

Customer Service

- Provide scripting to call center team members to address patient concerns around COVID-19 with compassion.
- Update inbound message to explain how resources may be impacted by COVID-19 and the potential for background noise due to the work-from-home call center environment.
- Focus outbound calls to accounts needing to resolve an issue (e.g. bad address or follow up on a reviewed account) versus collection efforts.
- Provide options to pause or push out due dates for payment plans.
    - Consider implementing a 45-day courtesy hold on payment plans for all patients who ask.
- Continue to offer financial assistance to patients who qualify.

Statement Generation

- Continue generating statements on a normal cycle to collect from patients who can pay.
- Create a temporary process to extend past the typical 120-day statement cycle (when systems allow).

Bad Debt/Collection Agency Referrals

- Decide whether you are going to send patients to collections, which may be dependent on your agency (see below). If so, offer leniency on timing.
    - May require temporary change to policy.
    - Consider whether you advertise this change or not—e.g. send a letter notifying patients.
- Determine if the agency you use is considered an "essential business" (varies state by state).
    - Some states say these agencies are non-essential, which may require creation of a temporary plan for a halted process (e.g. budget, workflow, and patient experience impacts).

System Workflows & Reporting

- Review workflows automatically moving accounts in your system to ensure you are allowing enough time for proper review.
- Revisit how much time your team needs to review accounts if there are limitations on your workforce.
- Categorize and isolate the COVID-19 holds and work queues. Report on them.
    - Reporting will help track the volume of COVID-19 related revenue cycle items, as well as, maintain a separate workflow and resource efforts now and in the future.

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