

A Patient Focused Platform Assisting Ephraim McDowell Health in Improving Revenues and Patient Relationships



Snapshot of Ephraim McDowell Health: Established 1887

3 Hospitals (2 critical access) • 48 Outpatient Centers
Covering 6 counties in Central Kentucky • 1700+ Employees
282M Annual Revenue



Changing Business Demands

With revenues declining and the cost of collecting patient out-of-pocket responsibility steadily rising, Ephraim McDowell Health was in search of a way to improve their patient post insurance collections.

Ephraim McDowell selected AblePay’s unique process to increase revenue, decrease the cost of collections while also enhancing the experience for their patients. By assuming all payment risks, AblePay not only eliminated the unpredictability of patient payments, but all the associated costs. This positively impacted the health system while patients benefited from the savings, flexible payment options, a convenient payment portal, and billing advocacy provided by AblePay.

106%

Increase Over Historical
Collection Rate

48%

Increase in Revenue
Per Patient*

46.2%

Patients That Enrolled Who
Paid Zero on Prior Bills

14 Days

Payment Received Versus
the Avg. 97 Days to Collect*

** Statistics Based on Actual Ephraim McDowell Patients Prior to and After Becoming AblePay Members*