

# Southern California Hospital Achieves 4,500% Increase in Monthly POS Collections in 13 Months

Case Study  
Payment Estimator  
Insurance Verifier  
Contract Manager

## Business issue

This customer needed a technology partner to assist them in increasing revenue collections and accuracy of contract modeling, as well as in providing patients accurate liability estimates.

## Before FinThrive

- Inability to provide accurate estimates to patients
- Underutilization of patient estimation tools
- Lack of reporting around estimate accuracy

## Solution highlights

- Provides easy-to-understand payment estimates to patients
- Streamlines point-of-service (POS) collections process
- Offers ease of use across departments
- Successfully engages and frees up front-end teams

## FinThrive value

↑4,500%

A **4,500%** increase in monthly POS collections from June 2020 to July 2021

↑11%

Patient estimate accuracy **increased by 11%** from July 2020 to March 2021

8X ROI

Realized an **8X ROI** in one year



## Customer overview



A nonprofit, 408-bed acute care hospital

Serves more than 3.7 million residents in California

“Having a strong Contract team that works closely with the Implementation team to ensure data is captured correctly is crucial to POS collection success. This is exactly what FinThrive has provided us and more.”

Patient Access Director