Mnet Health Services Partners With Surgical Care Affiliates to Prevent Bad Debt

Mnet Health Services, the leader in business processes as a service and financial technology for the healthcare industry, has partnered with Surgical Care Affiliates (SCA), best known for delivering effective and profitable results for physicians and health systems, to tailor a patient billing program that helps prevent bad debt for SCA facilities.

This new solution is designed to instantly fund transactions into the facility’s banking account in real time through an interface with patient processing suite ZPay; which is extremely beneficial to facility office and accounting staff. The partnered strategy is designed to increase liquidation rates prior to accounts being written off as bad debt and increases collections prior to write-off; while also reducing bad debt and decreasing patient complaints.

Furthermore, this new approach is a less expensive option for facilities; but even still, it increases patient support through well-trained call center staff who engage in inbound and outbound calls late into the weekday evenings and even on Saturdays. Also, patient support representatives are even able to access provider accounting systems to help answer billing questions from patients and can also access real-time patient account feeds from data warehouses.

“Technology for the healthcare industry is constantly evolving. As these technologies continue to emerge, it becomes easier, yet ever more important to deliver a higher level of service to both healthcare providers and the patients that they serve,” added Mnet Financial CEO David Hamilton. “That is really what this solution is able to accomplish” said Hamilton.