

Novant Health improves patient collections by adding Cedar to their Epic EHR

Type

Nonprofit Health System

NPR

\$5B

Markets

NC, SC, VA, GA

Size

640 hospitals & clinics

EHR

Epic (HB/PB)

App Integration

MyChart, Hyperspace



Cedar Solution

Cedar Pay

Use Cases

- ☒ Patient collections
- ☒ Bill consolidation
- ☒ Patient engagement

The Problem

Novant Health knew they had a gap in their consumer experience. For years, the mature health system had worked to modernize their revenue organization. They had leaned on mail, email and MyChart to reach patients, and while these initiatives drove incremental improvements, they needed to take a bolder step to simplify patient billing.

Priority number one was combining Novant Health's acute and ambulatory services into a single billing experience. But more than that, Novant Health was committed to making bill payment an enjoyable experience for both patients and team members.

The Solution

To address these challenges, Novant Health launched Cedar Pay, a patient engagement and payment platform that integrates into their Epic EHR system across both hospital billing and physician billing. Over a 12-month period, cash collections increased by tens of millions, while time to collect has dropped by 43% – all this over and above what their existing MyChart usage had delivered to date.

These results have had significant patient impact. Novant Health's patient satisfaction now sits at 90% after their implementation of Cedar Pay. These patient outcomes are the result of engaging with patients in ways they want to interact. In fact, 87% of Novant Health's patient collections are now digital self-service.

It's amazing when you can increase the payment rate by as much as we have AND the patients are happy.

– Kelly Black, VP of RCM

Results

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