

Healthcare Payments Insight Survey Report

20 20



Elavon



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A message of gratitude

When we embarked on this survey in January 2020, the world was a very different place.

Since that time, the coronavirus has swept across the globe placing healthcare professionals on the front line of a relentless battle. The daily struggle to save lives, obtain equipment and supplies, and restructure processes and facilities have stretched many of you in ways never imagined. The challenge is all the greater as healthcare professionals try to protect themselves, colleagues, family and friends from COVID-19.

Several of our customers have shared their stories with us and we are supporting you in whatever capacity we can. We are deeply grateful to you and your colleagues for your profound dedication, perseverance and caring throughout this crisis.

We hope this year's report offers insights to help you further improve the financial experience for you, your staff and your patients. As always, our goal is to help your organization simplify, accelerate and improve your revenue cycle so you can continue to thrive in the communities you serve. We are here to help.

Thank you,
Your Elavon Team

Introduction

Across the healthcare industry, one goal has driven the conversation for years: improve outcomes while lowering costs and enhancing the patient experience.

It's a big goal, and for many providers and insurers it's driven a shift toward value-based care.

While extensive work takes place behind the scenes, patients are still struggling to afford routine care. Even among those with employer-sponsored insurance benefits, 4 in 10 have difficulty affording the cost of care or coverage.¹

But it's not just costs leaving consumers feeling anxious. When asked about the three most important metrics – affordability, coverage and care coordination – fewer than 50% of health insurance consumers report satisfaction across all three.²

Knowing the complexities of the industry, and its commitment to caring for customers, We sought to understand how payment methods fit into these overall themes in healthcare with our second annual Healthcare Payments Insight Survey Report. We surveyed both consumers and healthcare information technology (HIT) company professionals to gather perspectives and better understand strengths, weaknesses and opportunities for improvement.



As healthcare costs take a growing bite out of the customer's wallet, we are seeing individuals behave in economically rational ways. They are demanding a certain degree of service, quality and value for their dollar. Value in the mind of the customer is not just clinical quality – there is a much greater emphasis on the service component as well.”³

*– David Betts
Deloitte Consulting LLP*

Section one: **The patient experience**



Struggling with affordability

In today's economy, it comes as no surprise that consumers are struggling to afford their healthcare bills.

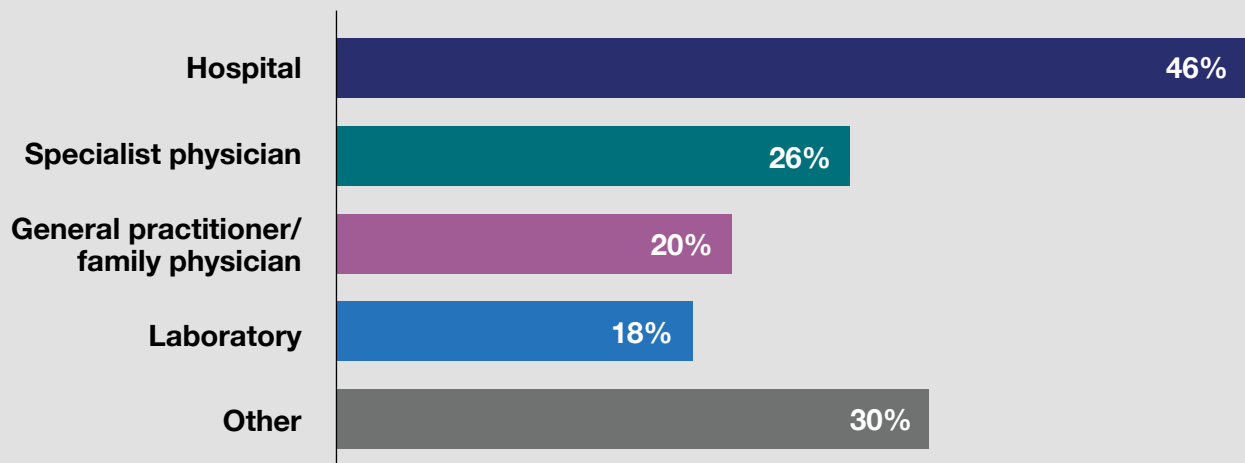
67% of consumers worry they won't be able to afford a surprise medical bill.⁴ In fact, one study showed 4 in 10 adults would have to borrow, sell something or not be able to pay if faced with an emergency \$400 expense.⁵

In this year's survey, 40% of consumers said they had been surprised by a high medical bill in the past 12 months – a decrease from last year's answer of 59%.

Such a strong year-to-year improvement indicates providers are making progress setting expectations for costs.

But it's not just the bills we expect that qualify as expensive. When asked to define an expensive medical bill, 41% of consumers pointed to bills in the \$100 to \$500 range, and another 30% indicated bills between \$501 and \$1,000. Nearly half say their high medical bills are coming from hospitals. This aligns with a study in the *Journal of the American Medical Association* that found that 1 in 5 consumers gets a surprise medical bill after having surgery.⁶

Who presented you with an expensive bill? (Select all that apply.)



Strategies for dealing with high medical costs

Consumers use a variety of strategies when faced with high medical costs.

Almost half (42%) talk to their healthcare provider about less expensive treatment options, and a quarter (25%) call their insurance company to discuss less expensive treatment options.

27% of consumers choose to delay or cancel the service. This can, of course, have a big impact on their health as well as on the providers' ability to serve patients and maintain revenue. Offering payment plan options – and making them known to patients – may have an impact on these decisions.

Understandably, consumers don't always know about – or have time to consider, in the case of an emergency – prices ahead of time. With this in mind, they use a variety of strategies when receiving an unexpectedly high bill.

While payment plans are the most common solution, it should be noted that patient financing isn't common. Given that the second most common solution is charging to a credit card – an option that can result in notably high interest charges – it's worth considering why financing isn't top of mind for consumers. Since financing isn't offered by all providers, there may be opportunities to boost use through increasing its availability and visibility.

A survey from AccessOne confirmed that using credit cards to pay for healthcare expenses occurs consistently across generations: 19% of millennials, 18% of Gen Xers and 17% of baby boomers.⁷ Another survey showed 42% of consumers charged a medical bill to their credit card, 7% took out a personal loan and 6% got a payday loan.⁸

If you've been unable to pay for an unexpectedly high bill, what have you done? (Select all that apply.)



44%

Set up a payment plan with provider



22%

Charged it to one or more credit cards



19%

Disputed the charge



16%

Applied for patient financing through provider



14%

Delayed paying the bill for 3 months or longer

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Cost communication: Preferences and behaviors

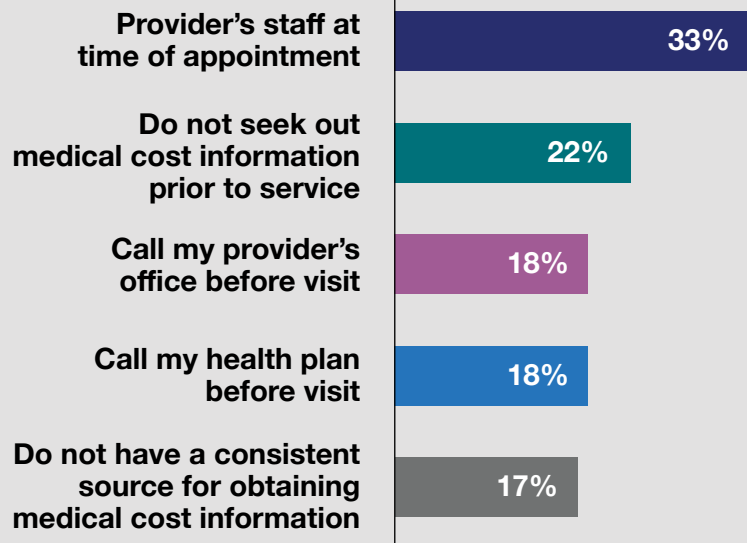


*A study conducted by Avalere Health showed that, when unsure about their cost responsibility, **42% of consumers simply wait until the bill arrives to address it.***⁹

Consumers learn about costs prior to receiving service in a variety of ways.

However, it's notable that 39% say they either don't seek this information out or don't have a consistent source – an increase over 2019, when 26% said the same.

How do you typically learn about cost prior to receiving service? (Select all that apply.)



**Showing top responses only*

Within the past year, 40% of consumers received a price quote prior to receiving medical service, and 50% were asked for prepayment at that time. This demonstrates a shift in provider behaviors toward giving price quotes (when feasible) and trying to collect payment before providing services. Yet those cost quotes may be more difficult to provide for the higher-cost situations where consumers need it most. While price quotes are often given for predictable diagnostic services such as MRIs and blood tests, they may be less common for complex scenarios with more cost variables, like surgeries.

Even as they offer a variety of tools to help consumers determine pricing ahead of time, HIT company professionals aren't necessarily very supportive of the initiative. Only 13% believe a pre-service phone call from healthcare provider staff is the most effective way to communicate price information.

**HIT company professionals:
Which of the following do you
believe is the most effective
way to communicate price
information to patients?
(Select all that apply.)**



30%

Online portal



23%

**Doctors, medical staff
or administrators at
the time of service**



13%

**Pre-service phone call
from healthcare
provider staff**



12%

Email notification

**Showing top responses only*

Billing: Preferences and behaviors

Even with all the digital options, most consumers are still receiving their medical bills via postal mail.

When asked how they want to receive bills, the order remains the same: Consumers overwhelmingly prefer postal mail (53%). This could be due to fear they might miss or forget about a bill, avoiding cluttered email inboxes, a desire to keep paper records or concerns about security.

How are you currently notified about your medical expenses after receiving a service?
(Select all that apply.)

Billing statement delivered by postal mail	64%
Billing statement sent by email	30%
Explanation of benefits from health plan	21%
Visit my provider's online portal	15%
App notification from my provider	9%
Text message notification from my provider	8%
Automated phone call from my provider	4%

Does how quickly you're notified of expenses affect how quickly you pay?

No. The way I am notified does not change how quickly I pay. 55%

Yes. I pay more quickly when notified by email. 20%

Yes. I pay more quickly when notified by postal mail. 13%

Yes. I pay more quickly when notified by text or app notification. 9%

Yes. I pay more quickly when I receive an automated phone call notification. 3%

Yet while consumers say they prefer that bills arrive by mail, receiving a bill by email makes a slight difference in how quickly people pay.



HIT company professionals are divided in their opinions on which patient billing notification and delivery option they believe is most effective with patients:



25%

Online portal



25%

Text message



22%

Email



14%

App notification



7%

Postal mail



7%

Interactive voice response (IVR) system

63%

of consumers say they receive adequate cost information about their medical bills.

Of those who say the information is inadequate, the top three responses are:

- 1. It is incomplete and does not include all the charges that apply to a single visit or treatment.*
- 2. The medical codes and terminology make it confusing to understand the charges.*
- 3. I do not trust that the statements I receive are accurate.*

This supports the need for consolidated billing: a simplified, single bill that explains costs in a way everyday people can understand. Given that consumers are likely to talk to their healthcare provider or insurance provider when they receive a bill with inadequate information, more patient-friendly bills could help reduce inbound calls for providers and insurers too.

Section two: **Healthcare payments**



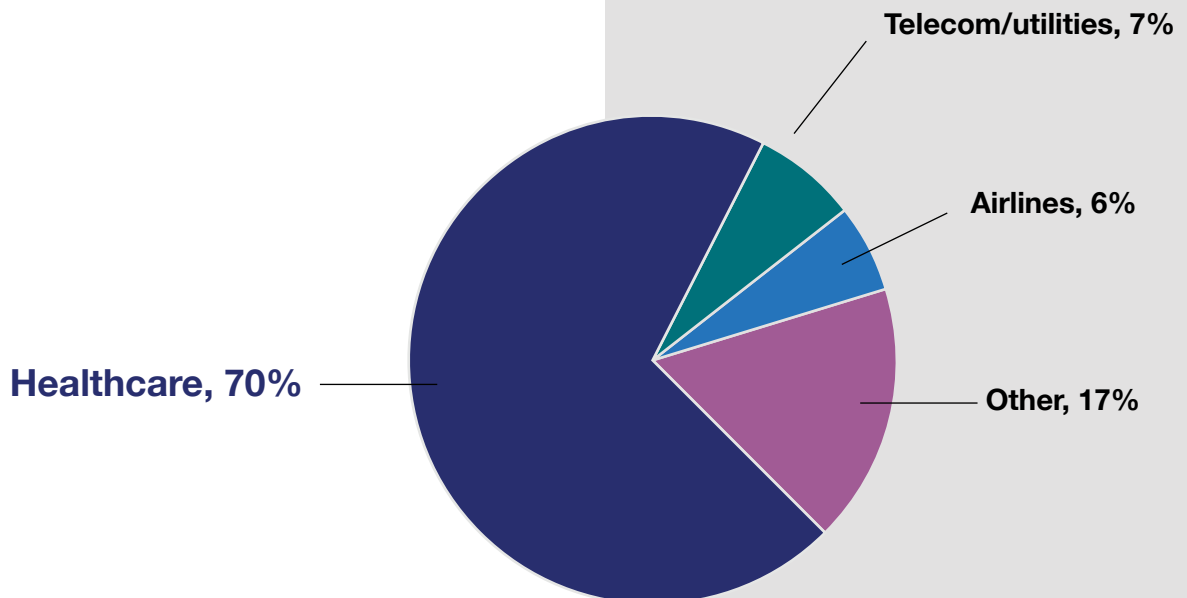
Healthcare payments are considered difficult

When presented with eight different industries and asked to choose the one that makes payment easiest, consumers tied healthcare and restaurants at #3 (10% each).

That falls well behind the two considered easiest, grocery (47%) and retail (22%).

When the question is flipped to ask which industry makes payment hardest for consumers, 70% of respondents chose healthcare.

Which industry makes payment hardest for consumers?

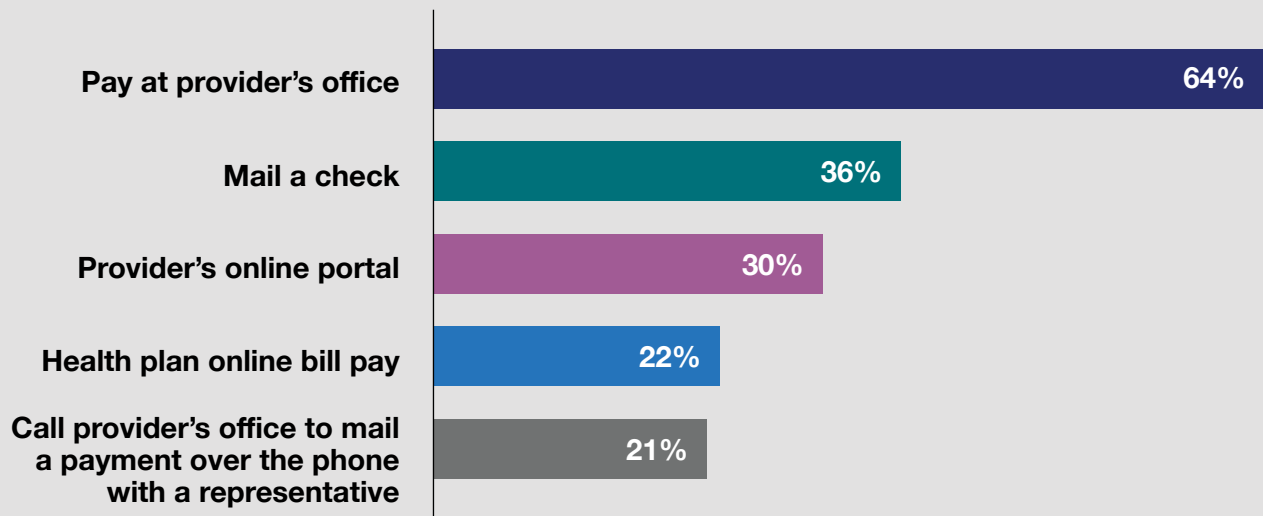


Payment methods: Preferences and behaviors

Consumers use a variety of ways to pay their healthcare bills, with 64% reporting they made a payment at their provider's office and 36% indicating they mailed a check.

This aligns with providers' move in recent years to ask for at least a minimum payment or co-pay at the time of service.

**How have you paid healthcare bills in the last 12 months?
(Select all that apply.)**



**Showing top responses only*



When asked how they prefer to pay healthcare bills, consumers chose paying at the provider's office (31%) followed by using the provider's online portal (17%). When broken up by generation, paying at the provider's office still gets top rank:

- **Gen Y: 27%**
- **Gen X: 26%**
- **Boomers/Greatest Gen: 36%**

This may indicate that consumers want to pay at the time of service rather than waiting for a bill and supports an opportunity for greater price transparency prior to treatment.

HIT company professionals say they see the following healthcare payment types most commonly chosen by patients:

Credit and debit card	84%
Cash	48%
Check	30%
Recurring and/or payment plan (card on file)	15%
Patient financing	12%
ACH or eCheck	11%

Payments: Provider expectations and consumer timeliness

Digital tools aren't the only driver of changes related to healthcare payment habits.

Aware of the challenges consumers face affording their bills – and the demand for more price transparency – providers have shifted their offerings and expectations, a change that's being noticed by those they're serving. 23% of consumers say they've experienced a change in how and when they're asked for payment by their provider over the past two years. Those changes included:

36% My provider now asks for payment before service.

29% My provider now asks me to pay a minimum sum toward the day's medical visit.

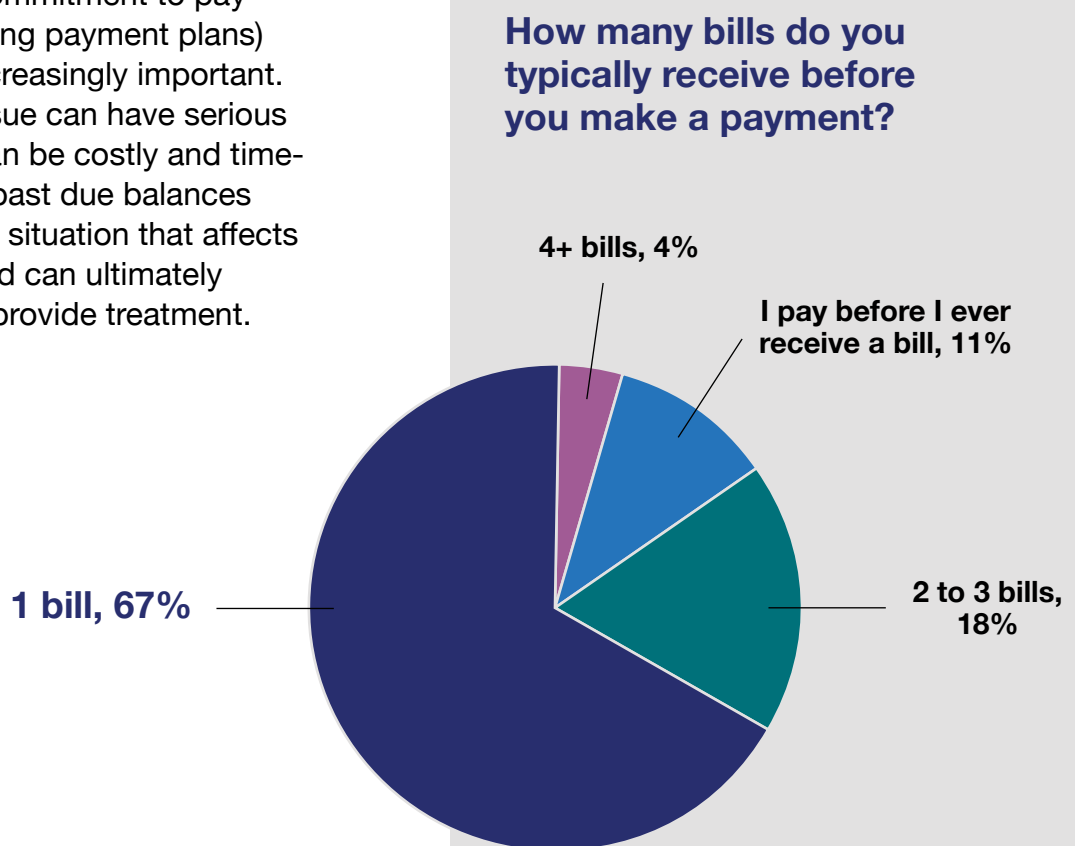
26% My provider now offers me a payment plan or patient financing when I'm unable to pay.

7% My provider now offers financial counselors to advise and assist me with covering high medical costs.



While some consumers struggle to afford their bills, the majority (78%) pay after just a single bill – or even before receiving it. However, this means nearly a quarter of patients are not paying on time.

For healthcare technology companies and providers, these are important results to consider, as the capabilities to obtain either payment or a commitment to pay (e.g., financing, recurring payment plans) up front have been increasingly important. Not addressing the issue can have serious consequences as it can be costly and time-consuming to collect past due balances from consumers. It's a situation that affects providers' finances and can ultimately impact their ability to provide treatment.



Healthcare technology platforms

While some providers are using modern technology to capture payments, others are lagging.

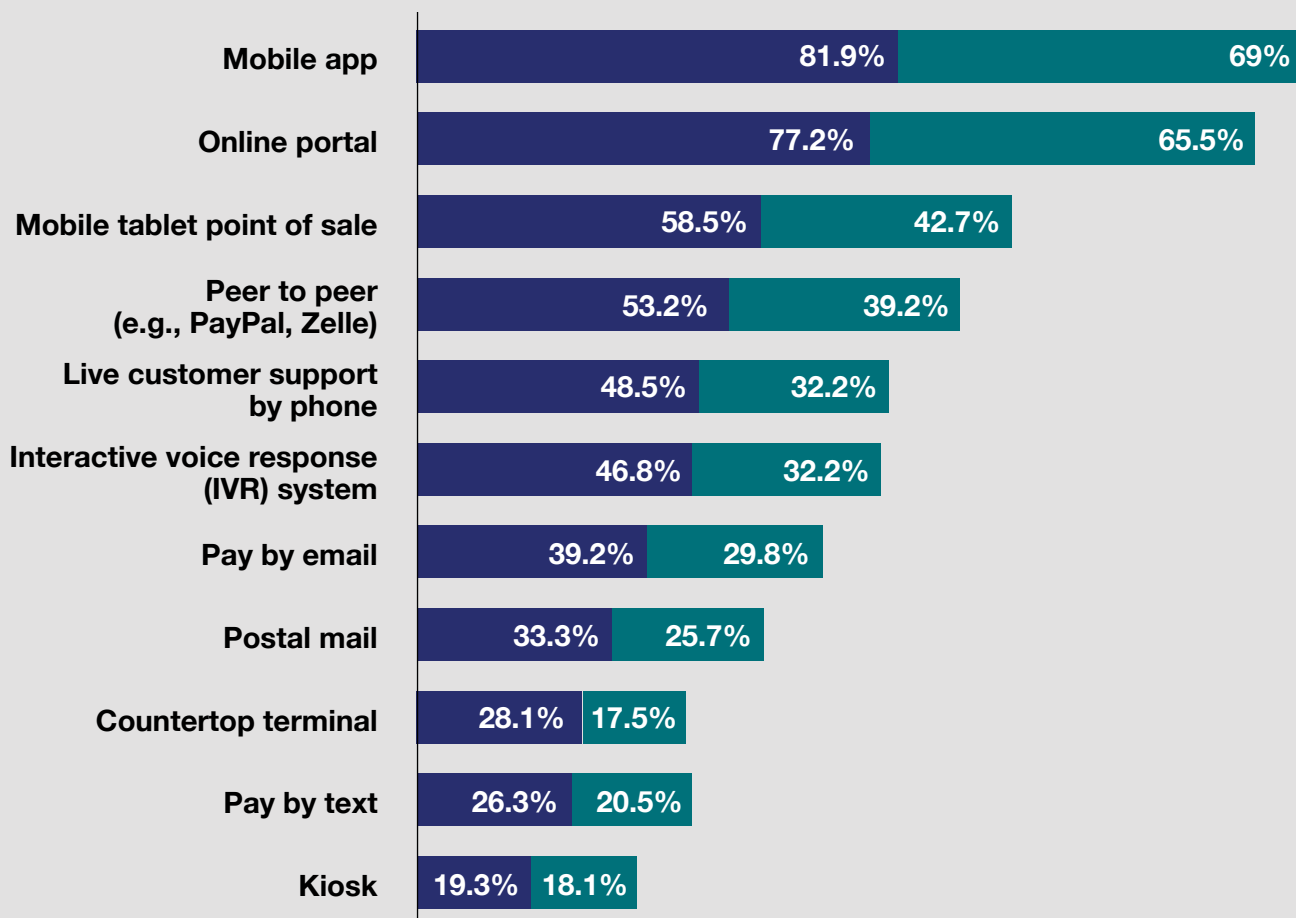
Asked which digital payment options are made available by their healthcare providers,

consumers noted online portal (71%), mobile app (35%), interactive voice response (IVR) system (18%) and kiosk (11%).

HIT company professionals indicated that their platforms offer a range of payment channels.

What payment options are available to patients on your platform today? (Select all that apply.)

Which payment channels do you see most commonly used by patients on your platform? (Select all that apply.)



Payment tools: Consumer use and preferences



Healthcare portals

The number of consumers who are registered on one or more healthcare provider online portals remains steady with last year (66%). About half (49%) visit healthcare provider portals 1–4 times per year, followed by 5–9 times (31%), 10–14 times (12%) and 15+ times (7%).

Consumers primarily use portals to pay bills or check their balance and payment history.

Which of the following healthcare provider portal payment and billing capabilities do you use? (Select all that apply.)

56% Pay bills

49% Check balances and payment history

20% Look up cost information

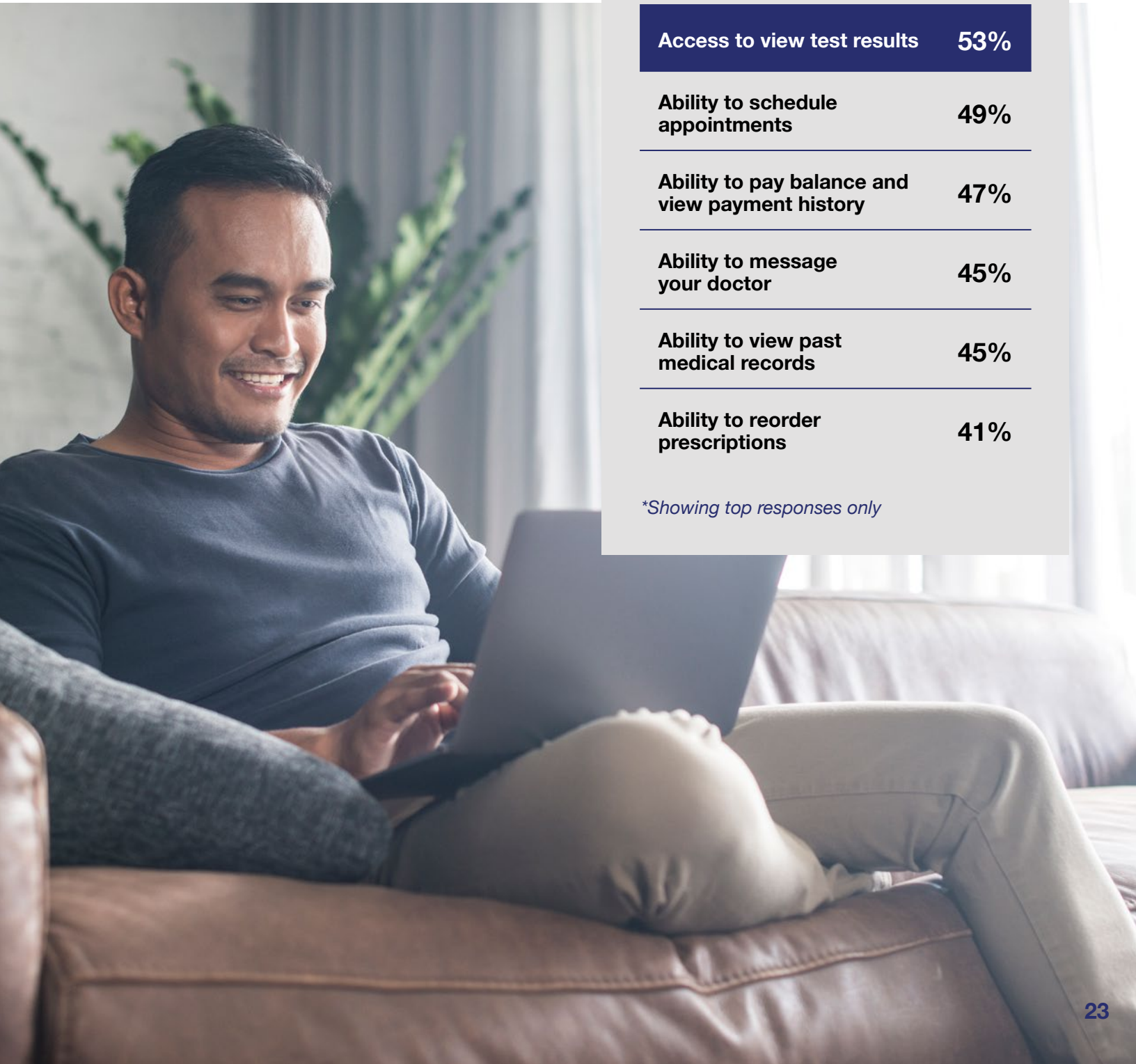
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Notably, the survey showed that offering more features could make consumers more likely to increase their frequency of portal use.

What might make you more inclined to use a healthcare provider’s online portal or app? (Select all that apply.)

Access to view test results	53%
Ability to schedule appointments	49%
Ability to pay balance and view payment history	47%
Ability to message your doctor	45%
Ability to view past medical records	45%
Ability to reorder prescriptions	41%

**Showing top responses only*





Interactive Voice Response (IVR) system

Just 22% of consumers surveyed have utilized a healthcare provider's IVR to pay bills or obtain balance information in the last 12 months, yet their satisfaction levels are promising. 85% of those consumers say IVR is fast and easy to use, and 93% say they are somewhat or very likely to use it again.



Kiosks

While only 17% of consumers have utilized a kiosk at a hospital or healthcare provider's office to pay bills or obtain balance information in the last 12 months, responses show a willingness to use this payment method. 85% call it fast and easy, and 88% say they are somewhat or very likely to use a kiosk to pay bills or obtain balance information.

Given current concerns about touching payment devices and technologies, healthcare providers may wish to consider solutions with anti-microbial interfaces.



Mobile tablets

About a third (34%) of consumers have been handed a mobile tablet so they could check in upon arrival at an appointment within the past year. 54% of those consumers said the tablet displayed an amount due and prompted them to make a credit/debit card payment as part of the check-in process. Given that 85% felt making a payment this way was fast and easy, it presents a potential opportunity for providers to increase pre-service payments while also enhancing the patient experience.



Online bill pay

Bank online bill pay is used by 21% of consumers, and health plan online bill payment is used by 22%. To increase adoption of online bill pay among their patients, providers can partner with banks in their area to get set up as billers within the bank bill pay portal. They can also get set up to receive ACH payments through the bank's bill pay portal instead of physical checks, which can help reduce lockbox reliance.

Payment tools: HIT company offerings

Nearly all (92%) HIT company professionals say they currently have payments integrated or embedded in their platform.

This aligns with last year's insights: In 2019, 71% said "yes" and 18% of those without embedded payments said their company planned to add/integrate within the next 12–18 months. The big increase shows that they have, in fact, followed through with those plans.

Those professionals note a variety of benefits for providers using integrated payments.

As providers see their revenue cycle become more efficient – and improve the patient experience – HIT companies benefit as well through revenue growth, customer satisfaction and platform stickiness.

**What benefits have your healthcare provider customers achieved as a result of having integrated payments?
(Select all that apply.)**

Faster payment collection/ reduced accounts receivable days	73%
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Increase in payment collection volume	69%
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Faster balancing and reconciliation	65%
--	------------

Reduced manual processes	58%
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Improved payment experience for patients	58%
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Reduced paper	56%
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Most HIT companies (78%) partner with or integrate two to four payment processors into their platforms, which enables them to support multiple payment methods:



They find mobile apps (47%) to be the quickest electronic payment channel for healthcare providers to collect payments from consumers, followed by online portals (33%). Other channels, such as pay by text and kiosks, ranked lower in terms of speed when collecting patient receivables – however, the majority of consumers report finding these payment channels easy to use.

HIT company professionals have also seen an increase in consumer demand or usage for the following payment channels and methods within the past 12 months:

- **IVR systems – 81% have seen an increase in consumer demand**
- **Contactless payments (card and mobile phone) – 88% have seen an increase in patient usage**
- **Recurring and/or payment plans – 81% have seen an increase in patient usage**

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Section three: **Data and security**



Perceptions of data security in healthcare



Which of the following are you most concerned about being stolen as a result of a healthcare data breach? (Select all that apply.)

Social security number **75%**

Credit and debit card information **68%**

Personal data such as names, addresses and phone numbers **44%**

Medical history **28%**

Health plan information **15%**

As anyone who watches or reads the news knows, security breaches can affect millions, even billions, of accounts.

23% of consumers surveyed said they've had their credit or debit card information stolen within the past two years. And while the number of consumers falling victim to identity fraud may be decreasing, business liability for that fraud has increased.¹⁰

Despite the sometimes startling headlines, overall consumers feel confident in the security of their payments. 23% haven't heard about any breaches, and just 37% have concerns due to news reports of data breaches in the healthcare industry.

87% say using a credit or debit card for healthcare payments is very or somewhat secure, and an impressive 83% believe healthcare providers are doing everything they can to protect their data.

Despite the optimism conveyed when asked directly about the security of their healthcare payments, consumers seemed less confident about these payments compared with other industries. With relatively low percentages, healthcare ranks in the top three for both most secure and least secure for payments.

Notably, HIT company professionals don't have the same level of confidence as consumers. 50% feel consumer payment card data is at greater risk in healthcare versus other industries, such as hospitality and retail. The top four reasons for this concern are:

- **Too much reliance on mailed payments**
- **Lack of electronic payment options**
- **Lack of encryption technology**
- **Lack of tokenization**

Top 3 (of 8) industries ranked as most secure for payments:



57%
Banking



10%
Healthcare



10%
Grocery

Top 3 (of 8) industries ranked as least secure for payments:



31%
Retail



30%
Restaurant



12%
Healthcare

Security concerns based on payment channel

Security is certainly of great concern to HIT company professionals, and 99% say it's very or somewhat important to providers and their patients.

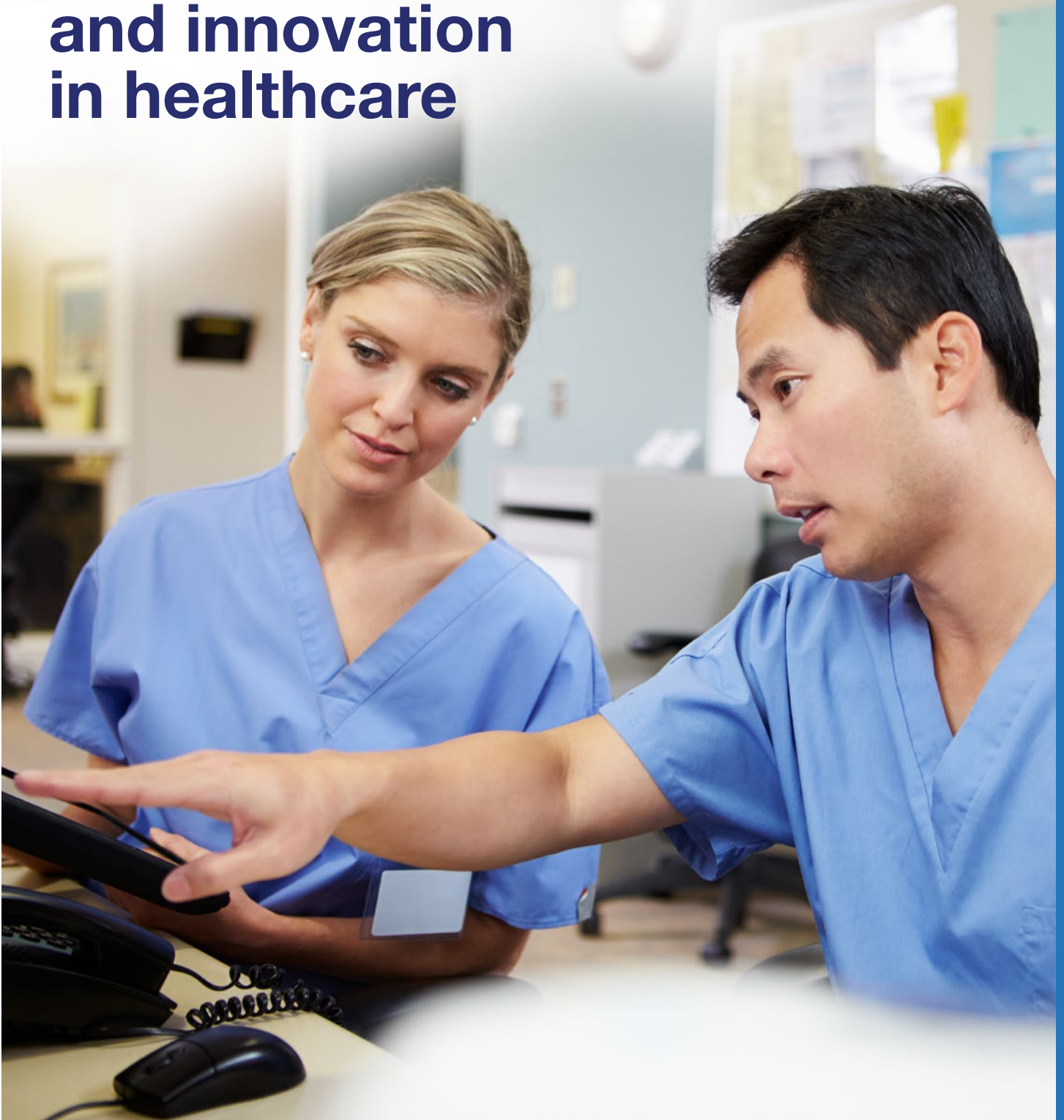
When asked which payment channel is most at risk, they point primarily to online payments (35%) and postal mail (30%). To combat risks, they're taking a variety of steps.

How do you secure healthcare payments on your platform? (Select all that apply.)	
Encryption	79%
Adhering to PCI DSS (Payment Card Industry Data Security Standard) compliance requirements	68%
Offering EMV (chip card) devices	44%
Tokenization	42%

Where does your company direct most of its security spending? (Select all that apply.)	
Software/hardware upgrades	77%
Purchasing new security technologies	70%
Adding staff to manage and maintain platform and application security	49%
Addressing new government/industry regulations related to security	44%
Consulting services	44%
PCI DSS compliance	32%

**Showing top responses only*

Section four: **Opportunities for improvements and innovation in healthcare**



Payment innovation in healthcare

While the numbers differ, the majority of both consumers (67%) and HIT company professionals (92%) say healthcare is keeping pace with other industries when it comes to payment innovation, meaning creative ways to view and pay bills.

Asked why they feel healthcare isn't keeping pace, the remaining 8% of HIT company professionals indicated the following top four reasons:

- **Too much complexity versus other industries**
- **Too many competing priorities**
- **Lack of consumer demand for a better payment experience**
- **Lack of budget**

While 43% of consumers say they're happy with the digital payment options offered by their providers, there are opportunities for modernization: online portal (34%), mobile app (35%), kiosk (11%) and IVR (6%).

HIT company professionals:
Which of the following new or advancing technologies do you believe healthcare providers will be likely to adopt for payments in the next 5 years? (Select all that apply.)

Payments via non-financial services firms (e.g., Amazon, Google, Apple, Walmart)	64%
Peer to peer (e.g., PayPal, Zelle)	56%
Contactless payments (phone and card)	50%
Mobile app	50%
Voice payments via smart speaker	49%
Interactive voice response (IVR) system	49%



Why do you feel your healthcare provider's digital payment options require further modernization? (Select all that apply.)



29%

Not enough information provided about payment history and balances due



25%

Poorly designed/ difficult to navigate

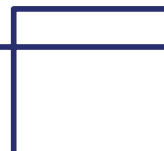


24%

Concerned payment information may not be properly secured

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Both consumers and HIT company professionals choose retail (34% and 47%, respectively), grocery (31%, 41%) and banking (25%, 54%) as the top three industries they wish healthcare would emulate.



Looking ahead: Healthcare payments

Payment solutions are a very important part of a tech company's revenue, and keeping up with the evolution of payments will be essential to any HIT company's success.

Non-financial firms have a growing influence in the payments space as do peer-to-peer payments, voice-activated payments and other technologies that are continuing to expand self-service payments.

HIT company professionals: Which of the following new or advancing technologies do you believe healthcare providers will be likely to adopt for payments in the next 5 years? (Select all that apply.)



64%

Payments via non-financial services firms (e.g., Amazon, Google, Apple, Walmart)



56%

Peer to peer (e.g., PayPal, Zelle)



50%

Contactless payments (phone and card)



50%

Mobile app



49%

Voice payments via smart speaker



49%

Interactive voice response (IVR) system

**Showing top responses only*

**HIT company professionals:
What do you believe is the single
greatest opportunity to make further
improvements in patient financial
engagement in the next 5 years?**



31%

Self-service payment options



26%

**Patient communications
about financial responsibility**



13%

Patient financing



12%

**Automated billing
notifications and reminders**

**Showing top responses only*



Price transparency, price consistency, ability to understand the product coverage and benefits, bill payments, and help with getting simple tasks completed [are key expectations for consumers seeking] highly personalized, simple and connected experiences that place them squarely in charge and make them feel empowered.”¹¹

*– Geeta Wilson
CEO of Consumer
Society*

Leveraging new technologies



Biometrics offer safe, speedy benefits that include identification at check-in, access to applications and records, and ensuring a patient is treated by the right teams (and for the right reasons). That's critical when 64% of healthcare professionals say misidentification happens often, a Ponemon Institute survey has found, and the average hospital loses \$17.4 million annually in denied claims as a result.”¹⁴

– Kevin Joy
HealthTech magazine

As new technologies emerge or become more widely used, HIT companies and providers have ongoing opportunities to increase on-time payments and improve the patient experience.

This year's survey asked HIT company professionals about five such topics: artificial intelligence (AI), pay by text, contactless payments, mobile app and biometric security.



Artificial Intelligence

82% are currently incorporating AI or machine learning in their platform, whereas last year only 30% said they were using it. 73% are looking to better incorporate AI or machine learning to advance the capabilities of their platform within the next two years.



Pay by text

Three-quarters are currently offering pay by text to prompt consumer payments by phone – 56% having added it within the past 12 months. 94% say it has increased overall receivables collection for the healthcare providers they work with, and 96% would recommend pay by text to healthcare providers to increase payment collections, regardless if their company currently offers it.



Contactless payments

83% say their company currently uses a cloud-based payment solution to support contactless card and phone (mobile wallet) payments for customers – 53% having added it within the past 12 months.



Mobile app

A mobile app that supports payment acceptance and billing is offered by 91% of HIT companies – 48% having added it within the past 12 months. 95% say it has increased overall receivables collection for the healthcare providers they work with, and 96% would recommend it to healthcare providers as a way to increase payment collections, regardless if their company currently offers it.



Biometric security

When asked if they'd support adding biometric identification checking (such as facial recognition or fingerprint scanning) in order to improve security, an overwhelming 97% of HIT company professionals said yes. 95% said they think consumers would support the use as well. By 2025, the healthcare biometrics market is estimated to be worth \$14.5 billion – a 23% growth since 2017.¹² Grand View Research, which conducted the analysis, predicts “the growth of consumerism in healthcare will push many organizations to consider biometrics as it becomes the standard in other industries.”¹³

Key takeaways

- Consumers struggle to afford healthcare bills, and 41% consider a \$100–\$500 bill expensive.
-
- The number of consumers who said they had been surprised by a high medical bill dropped from 59% in 2019 to 40%. This could indicate that progress is being made in setting expectations related to cost.
-
- While some consumers explore payment plans or other options when faced with high medical costs, 27% choose to delay or cancel the service.
-
- Financing remains uncommon when consumers receive high medical bills, yet 22% of consumers use one or more credit cards to pay those bills.
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- While a variety of tools and resources exist for finding out about service costs ahead of time, 39% of consumers say they either don't seek this information out or don't have a consistent source – an increase over 2019, when 26% said the same.
-
- The majority of billing statements are still sent via postal mail – the method preferred by consumers.
-
- Nearly three-quarters of consumers rank healthcare as the hardest industry for payments.
-
- 64% of respondents paid a bill at their provider's office. Improving price transparency at the time of service may aid providers with asking for pre-service payment.
-
- HIT company professionals say their platforms offer a wide range of payment options.

- While use of interactive voice response (IVR) systems, kiosks and in-clinic mobile tablets remains relatively low, consumers say these methods are “easy and fast” and demonstrate a desire to use them. HIT company professionals note an increase in consumer use of IVR as well as contactless payments (card and mobile phone) and recurring payments or payment plans.
-
- The majority of HIT company professionals say integrated payments have helped their healthcare provider customers achieve faster payment collection, increase collections, speed up reconciliation, reduce manual processes, reduce paper and improve patient experience.
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- While consumers view healthcare as more secure for payments than other industries, HIT company professionals express more concern.
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- The majority (67%) of consumers say healthcare is keeping pace with other industries when it comes to payment innovation. An overwhelming 92% of HIT company professionals agree.
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- Looking ahead, HIT company professionals point to payments through non-financial services firms, peer-to-peer payments, contactless payments and mobile apps as likely to be adopted by the healthcare industry in the next five years. Nearly a third say self-service payment options are the single greatest opportunity to make further improvements in patient financial engagement in the next five years.
-
- Artificial intelligence has seen a huge growth. This year, 92% of HIT company professionals are incorporating it in their platform compared to just 30% last year. Nearly three-quarters want to better incorporate it within the next two years.
-
- HIT company professionals overwhelmingly (97%) support adding biometric identification checking to improve security – and 95% say they think consumers would support it as well.

Methodology: About this survey

The online questionnaire was fielded in the United States in January 2020.

The healthcare consumer survey is based on a national sample of 447 adults, 26 years of age or older, living in 43 different states. All respondents had visited a hospital, clinic, urgent care center or doctor's office in the past six months and paid for treatment.

The healthcare information technology executive survey is based on a national sample of 171 adults, 23 years of age or older, living across the United States. The survey included respondents who are currently employed at a healthcare technology company, have been working in the healthcare industry for at least two years, and hold one or more of the following positions: president (C-level), vice president (SVP/VP), director and manager. Both surveys were conducted in English.



About Elavon

Our dedicated healthcare team is committed to helping our healthcare clients and technology partners securely and seamlessly process payments. As a leader in healthcare payments, we offer the expertise and solutions to help you deliver a better patient financial experience and generate more revenue.

Learn how we can help you by visiting elavon.com/healthcare or elavon.com/perspectives.

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