



Course Announcement

Adapting Billing Processes to Meet Patient Needs

Technology in healthcare is becoming increasingly more widespread, especially on the back end of the revenue cycle, but not all patients prefer to utilize it. Therefore, healthcare organizations that provide a multitude of payment options can better increase their collection opportunities. This course examines how providers can better improve their billing process by more closely examining their patient population, improving communications, and developing more personalized billing options for each patient.

After completing this course, you will be able to:

- Name the variations in preferences between patient generations
- Identify how communication is important to securing patient payment
- List the different billing options that should be available to patients



Healthcare Business Insights

Registration:

- Participants can earn 0.5 CPE credits in Specialized Knowledge & Application field of study.
- Registration is available by phone at [888.700.5223](tel:888.700.5223) or at healthcarebusinessinsights.com/courses.

Additional Information:

- **Advanced Preparation:** None
- **Prerequisites:** None
- **Program Level:** Basic
- **Delivery Method:** QAS Self-Study

Refunds and Concerns:

For information regarding refunds, concerns, and/or program cancellation policies, please contact our offices at [888.700.5223](tel:888.700.5223) or email us at contact@hbinsights.com.



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