

SUCCESS STORY

Collectly & MCR Health

“Having this tool available on our patient’s cell phones has been a game changer. We serve a population that is on the move ...but no one leaves home without their cell!”

- Senior Director of RCM @ MCR Health

110%

Increase in patient payments

<12 hrs

Staff time to go live

Largest FQHC in Florida

1000+

Employees with over 300 providers

01. The Challenge

MCR Health, being the largest Federally Qualified Health Center (FQHC) in Florida, faced significant challenges in engaging patients for payment collections, especially considering their mission not to aggressively pursue collections from their underserved and uninsured patients. They struggled with low collection rates from self-pay patients, compounded by the logistical challenges of reaching a highly mobile population where frequently changing addresses is a common occurrence.

02. The Solution

Collectly was introduced as a technology solution to streamline billing operations, payment processes, and increase patient financial engagement. The platform provided an automated, patient-friendly system that facilitated easy payment options and improved communication. Key features that benefited MCR Health included the ability to reach patients directly on their mobile phones, support for multiple languages to cater to a diverse patient base, and the flexibility for patients to manage their payments easily and securely.

03. The Result

The implementation of Collectly led to a remarkable improvement in patient financial engagement and payments at MCR Health, enhancing operational efficiency and allowing for a strategic reallocation of resources. This not only boosted patient satisfaction but also enabled a sharper focus on commercial payer management and revenue optimization. The platform’s user-friendly nature facilitated a seamless reallocation towards patient care and service expansion, underscoring the transformative effect of advanced billing solutions in healthcare, particularly for FQHCs dedicated to serving underserved communities.

→ 110% Increase in Patient Payments:

Within a month of using Collectly, MCR Health saw a staggering 110% increase in patient payments, providing an immediate boost to the cash flow available to invest in additional locations and services for the patients they serve.

→ Increase in operational efficiency:

By significantly reducing the administrative burden and financial pressure associated with patient collections, MCR Health has more time to focus on optimizing revenue streams associated with commercial payers.