



Company Profile

For over 30 years, **CareCredit** has been helping patients pay for out-of-pocket healthcare costs and helping healthcare providers receive payment quickly and easily. CareCredit now offers Health Systems a solution to help address patient cost concerns.

CareCredit has 12 million+ cardholders and is accepted at more than 240,000 enrolled locations. CareCredit is a non-recourse¹ healthcare credit card that gives patients the flexibility to pay over time for their out-of-pocket healthcare costs when you accept CareCredit.² Patients can use their CareCredit credit card throughout your health system to pay for deductibles, copays and other medical expenses not covered by insurance. You get paid in two business days, helping you save time, increase cash flow, reduce A/R, and decrease billing and collections expenses.

HFMA Peer Reviewed* Product or Service

CareCredit[®] is a health, wellness, and personal care credit card that can help your organization's patients and clients finance the care they want and need, without delaying appointments or treatment. When you accept the CareCredit credit card, patients or clients will have a way to fit care into their budget, and your organization has a way to get paid quickly while spending less time on billing and collections, with no liability if cardholders delay payment or default.¹



12.4 million+
cardholders



240,000+
enrolled locations



(855) 827-8068



carecredit.com/hfma

¹Subject to the representations and warranties in your agreement with CareCredit, including but not limited to charging only for services that have been completed or that will be completed within 30 days of the initial charge, always obtaining the patient's signature on in-office applications and the Cardholders' signature on the printed receipt.

²Subject to credit approval. Minimum monthly payment required. See carecredit.com for details.

*HFMA staff and volunteers determined that this product has met specific criteria developed under the HFMA Peer Review Process. HFMA does not endorse or guarantee the use of this product.



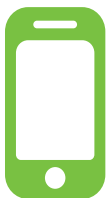
Creating a Positive Patient Experience in Today's Uncertain Environment

- The important role of patient financing in light of rising out-of-pocket costs, and heightened financial concerns related to job loss, business disruption and economic uncertainty due to the Coronavirus (COVID-19)
- How cost impacts patients' decisions about their care, and how billing transparency can help
- Different types of financing programs (in-house, third-party recourse, third-party non-recourse) and their unique features, benefits, and limitations
- Types of payment options/financing options that may be available for patients (promotional financing)



Consumer-Centric Strategies for Delivering a Positive Patient Financial Experience

- How the Coronavirus (COVID-19) has highlighted the shift toward healthcare consumerism, and the need to meet patients' heightened expectations related to convenience, transparency, personalization, and service
- Implementing consumer initiatives to help drive patient satisfaction and bring value to your organization
- Opportunities to leverage technology to help patients understand their financial responsibility (deductible resets, insurance coverage, co-pays, etc.)
- Success tips for implementing and promoting consumer initiatives like patient financing programs, contactless payments, telehealth offerings (website content, patient communications, marketing materials, staff training)
- Insights to help staff members feel more comfortable talking about money, and approach financial and payment conversations consistently and confidently



For more information on CareCredit speakers available in your area, contact:

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