

For Immediate Release
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Hospital Improves Patient Billing Experience

LEADVILLE, COLO. (May 29, 2018)

Responding to community feedback concerning current billing practices St. Vincent Hospital administration has made a big move to improve customer service. The hospital's in-house business office has reopened under the leadership of Revenue Cycle Director, Janet Petty and handles all patient financial services for the hospital and medical clinic. In addition, new state-of-the-art billing and medical record software from Athena Health was put into service on May 8, following six months of planning and implementation.

Athena Health is a health information innovator. Benefits from the new system and in-house business office include:

- Your billing questions are answered here in Leadville in person, at 719-486-7172 or at billinginquiry@svghd.org.
- Patient statements are more understandable.
- Easy online payment option.
- Customers have direct access to Revenue Cycle Director, Janet Petty at 719-486-7183 or jpetty@svghd.org.
- Patients will experience improved access to the patient portal and their health information.

The new technology and business office have a dual positive effect of improving the customer experience and saving St. Vincent Hospital over \$100,000 annually over the former medical record software and billing system.

Previous patient accounts with AR Services or A1 Collections will stay intact until they are satisfied. Patient billing on accounts as of May 8, 2018 will be processed using Athena Health software and the bills will come from St. Vincent Hospital, though account holders will see an address of Belfast, Maine on the statement and remittance. Athena Health utilizes banking services in Belfast ME for a payment lockbox and electronic billing clearing house. Payments can be sent to the Maine lockbox, made online or in person at St. Vincent General Hospital.

There may be a period of time where you are receiving a new bill from St. Vincent, and a previous bill from the hospital's former off-site billing company, AR Services. Once your account with AR Services is satisfied you will only receive billing from St. Vincent Hospital's business office – unless your account goes into collection status with A1 Collections, as they will continue to be the collections company for St. Vincent Hospital.

Regardless of your account status or which company the account resides with, the billing team at St. Vincent Hospital are your resource to get answers to billing questions. They can be reached in person Monday through Friday 8am-5pm, by email at billinginquiry@svghd.org, or by calling 719-486-7172. If you leave a message they will return your call promptly.