

ClearQuote Customer Positive Outcomes

As benefit plans become more complex and high deductible plans increase in popularity, healthcare providers are eagerly searching for smarter strategies to drive efficiencies and improve self-pay collection. The ClearQuote solution by Financial Healthcare Systems, LLC, a subsidiary of TransUnion Healthcare, LLC, is a patient payment estimation solution that helps providers address these challenges at the point of service. In fact, more than 300 forward-thinking hospitals have already gained positive results through the implementation of the ClearQuote patient payment estimation solution.

The following examples highlight several leading healthcare organizations who improved their point-of-service collections following ClearQuote implementation.

Customer A

USER BACKGROUND:

A two-hospital division of a large West Coast healthcare provider network

The two hospitals combined have approximately 350 licensed beds

RESULTS:

Increased POS (Point-of-Service) collections by approximately 50% (October 2009 to February 2010)

Established a culture of collections through education and technology

Patient satisfaction scores went from 78% to 94% on the question “Was my account and billing information explained to me?”

Less dollars turned over to collection agency

Customer B

USER BACKGROUND:

Large Mountain States multi-entity provider

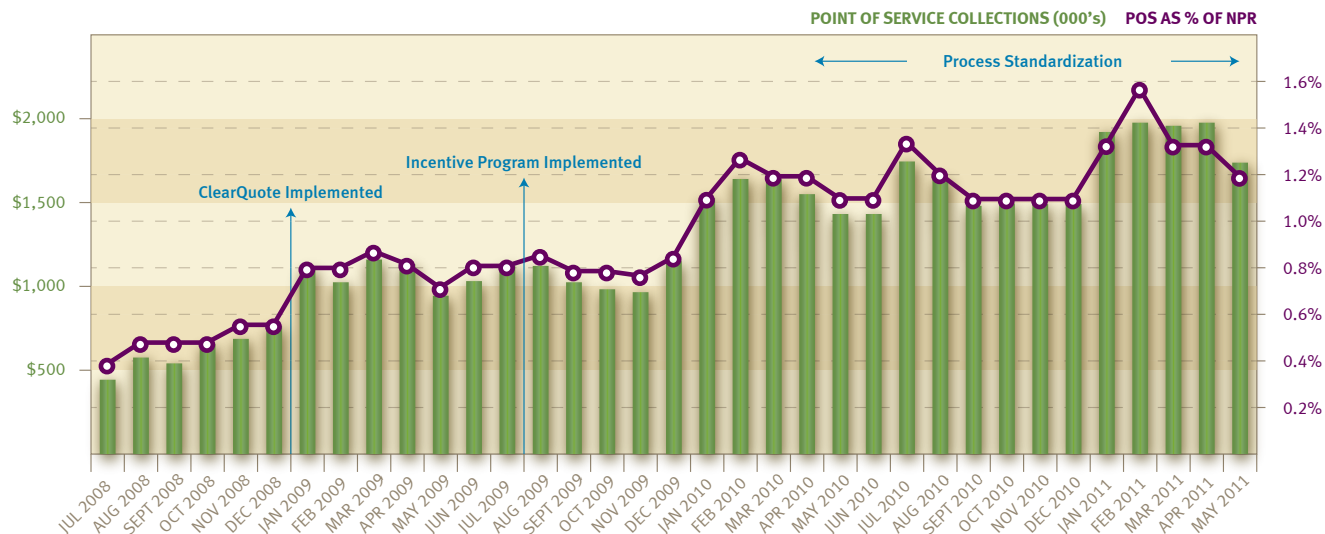
Approximately \$1.8 billion in revenues and 13,000 employees

RESULTS:

After completing a ClearQuote implementation, incentive program rollout, and process standardization, POS collections increased dramatically as shown in the graph below. POS collections as a percentage of Net Patient Revenue (NPR) also increased.

POINT OF SERVICE COLLECTIONS

All Acute Care Facilities



Customer C

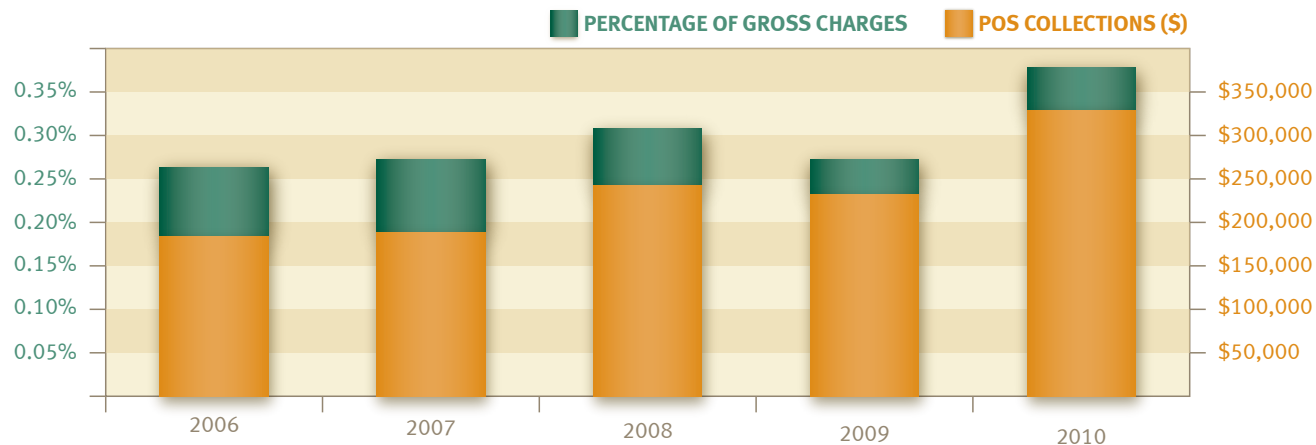
USER BACKGROUND:

A five-hospital system located in the eastern U.S.

\$1 billion in gross patient acute care revenues; 710 licensed beds

RESULTS:

Over a four-year period (2007 – 2010) following the deployment of ClearQuote, POS collections increased as depicted in the graph below.



Customer D

USER BACKGROUND:

Large non-profit healthcare organization comprised of 43 healthcare facilities

Total operating revenue of \$6.6 billion; 7,700+ licensed beds

RESULTS:

After implementing ClearQuote, Customer D experienced a \$3.1 million or 15% gain in POS collections over a six-month period, when compared to a pre-implementation six-month period.

