

# A Patient Focused Platform Leading St. Luke's University Health Network to Greater Revenues and Better Patient Relationships



Snapshot of SLUHN: Established 1872

14 Hospitals • 300+ Outpatient Centers • Covering 11 counties in PA/NJ  
18,000+ Employees • 2.4B Annual Revenue



## Changing Business Demands

In the face of significant increases in patient out-of-pocket expenses, St. Luke's University Health Network (SLUHN) sought a fresh approach to effectively collect patient balances. This approach aimed to improve revenue generation while simultaneously reducing collection costs.

To achieve these goals, SLUHN opted for the innovative process offered by AblePay. By taking on all payment risks, AblePay not only eliminated the unpredictability of collections but also eliminated all associated costs. Patients experienced the advantages of cost savings, flexible payment options, a user-friendly payment portal, and billing advocacy provided by AblePay.

**49%**

Increase Over Historical Collection Rate

**40%**

Increase in Revenue Per Patient\*

**92**

NPS®

-100

+100

From Members who are SLUHN Patients

**16%**

New Revenue at SLUHN\*

**14 Days**

Payment Received Versus the Avg. 111 Days to Collect\*

\* Statistics Based on Actual SLUHN Patients Prior to and After Becoming AblePay Members

