How AnMed increased payments 26% with Cedar

One of South Carolina's largest health systems has seen patient engagement and financial resolution KPIs soar with Cedar Pay.

For years, AnMed leadership heard a common piece of feedback: patients were confused after receiving separate paper billing statements for physician and facility charges. Additionally, engagement was low because most patients weren't enrolling with the provider's digital EHR capabilities.

In 2020, CFO Christine Pearson began thinking about solutions to deliver a better patient financial experience. One consideration was re-building certain EHR revenue cycle components to add more customization, but this would've been costly and hard to scale across new practice groups.

Then Pearson became familiar with Cedar Pay, which integrated with existing EHRs and provided on-demand billing and payment capabilities that would consolidate all charges into one statement.

> **Easy. I can choose to make payments that are affordable, and I can do it on a Sunday morning in 5 minutes. Genius.**"

ANMED PATIENT

For AnMed, the upside was clear. Pearson oversaw AnMed's implementation of the Cedar platform in conjunction with Director of Epic Applications and Integration Tim Hipp.

"Cedar was able to bring things to the table we couldn't. We wanted to push more actionable digital payment notices, and while we have an active base of MyChart users, Cedar enabled us to engage many more patients with more patient-centric workflows via different engagement channels and mechanisms," Hipp said.

Hipp saw early on how Cedar could complement their existing EHR investment by personalizing the patient experience in and out of MyChart.

Cedar provided an intuitive digital experience where consumers could communicate, make self-serve payments and set up payment plans, if needed. Patients now see all professional and facility charges on a single statement. This has helped AnMed speed up average collection time by 47%.

As a result of the successful partnership, AnMed signed on as one of the first organizations to use Cedar Pre—a new solution that removes friction for patients prior to care. Cedar Pre will help AnMed simplify patient intake, reduce no-shows and accelerate collections even more thanks to a streamlined pre-registration process and personalized cost estimate communications.

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TIM HIPP
Director of Epic Applications and Integration

"I've been continually impressed by our partnership with Cedar–from their initial outreach to their hands-on implementation to their ongoing support. The results we've seen so far exceeded all expectations, and I fully expect that to continue when we improve the pre-visit experience together."

CHRISTINE PEARSON
CFO, AnMed

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+168%
lift in digital self–service payments

47%
reduction in average days to collect

+26%
increase in patient payments