

# Tribe513

## healow Payment Services Improves Payment Collection at Tribe513

### The Problem

Tribe513, a faith-based multi-specialty practice with 12 locations in the Spartanburg and Greenville areas of South Carolina, has enjoyed strong growth since their founding a dozen years ago. The practice recognized they needed a better and more efficient way to collect payments throughout their system.

### The Solution

In 2021, Tribe513 adopted healow Payment Services, a simple, secure, and convenient online billing solution that rethinks every step of the collections process. By sharply reducing the costs of printing, paper, and postage — and eliminating processing errors — healow Payment Services saves practices time and money while improving patient satisfaction.

### The Results

After nearly a year of using healow Payment Services, Tribe513 has seen dramatic improvements in their billing operations. They have sent out thousands fewer statements while collecting more revenue with each statement. Collections within the first 24 hours rose sharply, while payments outstanding after 30 days were cut to a minimum.



What healthcare professional doesn't dream about receiving payments faster and improving the process for how payments are received and sent out? To many, this doesn't just have to be a dream – the technology and assistance is certainly out there. The thing is, how many go out and take an active role in improving their situation?

### Let's Get the Automation Started

Tribe513, which originated in 2006 as a three-physician pediatric practice, is now a multi-location organization in South Carolina's Upstate region. Their services range from internal medicine to OB-GYN care.

But with growth and success come challenges, particularly in healthcare IT and collections. With 70 providers serving 60,000 patients, Tribe513 recognized a pressing need to increase automation in their billing and collection process.

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— Josh Thompson of Tribe513

### Big Changes for Tribe513

After implementing healow Payment Services, the practice noticed a dramatic improvement in the number and amount of collections received within 24 hours.

In 2021, for example, nearly half of the initial statements sent to patients resulted in payments – a 57% improvement from 2019.

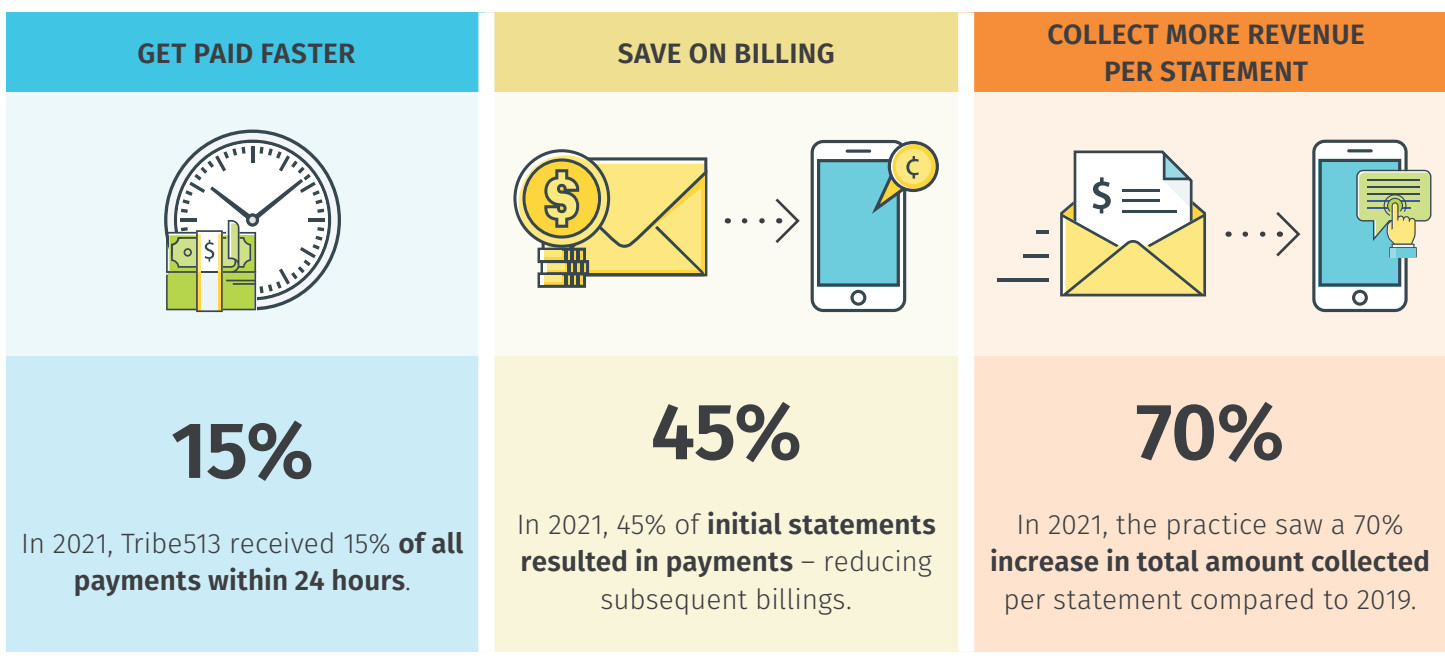
The key factor? Tribe513 had implemented healow Payment Services. In terms of collections during the first day alone, Tribe513 was able to garner approximately 15% of all payments.

The improvements in convenience and workflow automation also meant an

improvement in efficiency through the practice’s dozen locations. Front office personnel sent out far fewer statements and collected more revenue per statement.

This is demonstrated in the rise from \$17 in 2019 for collections per statement to \$29 in 2021 – a 70% increase.

“Convenience for our patients is a primary part of our mission,” said Josh Thompson of Tribe513. “healow Payment Services allowed us to deliver the easiest method of payment to our patients with very little effort. We were able to see a significant impact from the first batch of statements that were available and continue to see quick payments from our patients.”



If the trends continue to follow the path they’ve been on since implementing healow Payment Services, Tribe513 can rest assured that their finances will be in good order. With that taken care of, they can continue to develop, thrive, and deliver the quality care they’ve been providing since 2006.