A Patient Focused Platform Leading Lehigh Valley Health Network to Greater Revenues and Better Patient Relationships

Lehigh Valley Health Network

Snapshot of LVHN: Established 1899

13 Hospitals • 320+ Outpatient Centers • Covering 11 counties in PA/NJ
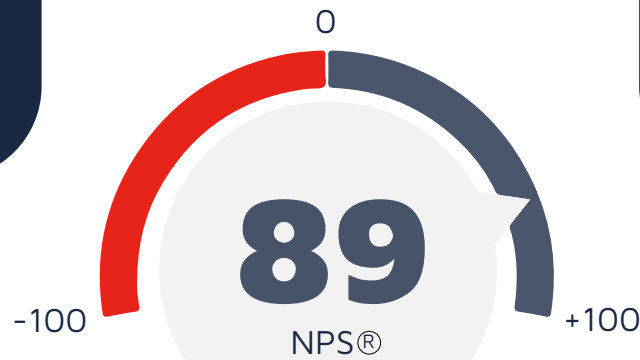20,000+ Employees • 3.3B Annual Revenue

Changing Business Demands

LVHN chose AblePay's distinctive approach to boost revenue, reduce collection costs, and improve the patient experience. By assuming all payment risks, AblePay not only eliminated the unpredictability of collections but also eliminated all related expenses.

Furthermore, LVHN partnered with AblePay to aid patients with "non-covered" services like plastic surgery, hearing aids, and bariatric procedures, in addition to assisting with patient collections after insurance.

This allowed a majority of LVHN patients to enjoy the advantages of cost savings, flexible payment options, a user-friendly payment portal, and billing support provided by AblePay.

47.3%
Increase Over Historical Collection Rate

43%
Increase in Out-of-Pocket Revenue Per Patient*

0
-100   +100
89
NPS®

From Members who are LVHN Patients

16.7%
Addtional Revenue at LVHN*

14 Days
Payment Received Versus the Avg. 97 Days to Collect*

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

AblePay