



LSUHealthNewOrleans

School of Dentistry



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Patient Lending Program

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Patient Lending Program

- What is it?

A merchant lending program that is used to finance medical/dental procedures for clients/patients who lack medical insurance, have fixed income, or simply do not have the disposable income to afford a large out-of-pocket expense for medical/dental services.

Patient Lending Program

- This is a financial institution that supports the LSUHSC system.
- We went through this particular lending institution because of our relationship.
- They offer many other business services for faculty staff and students at our campus.

Patient Lending Program

- Why?
- Began researching this in 2008
- Opened up a huge can of worms.
- ‘This will never work’.
- Held many meetings with the lending institution officers.
- Many unknowns.

How does it work?

- Installed a private and secure cloud-based process to enter all loan application
 - 1st floor Screening area
 - 2nd and 3rd floor Undergraduate Areas
 - 4th floor Post Graduate Area

How Does It Work?

- Hospital Admission Technicians (HATs) have been trained to enter loan applications.
- ✓ Patient completes manual application form.
- ✓ Verify patient identification, obtain copy of drivers license and obtain electronic signature from patient

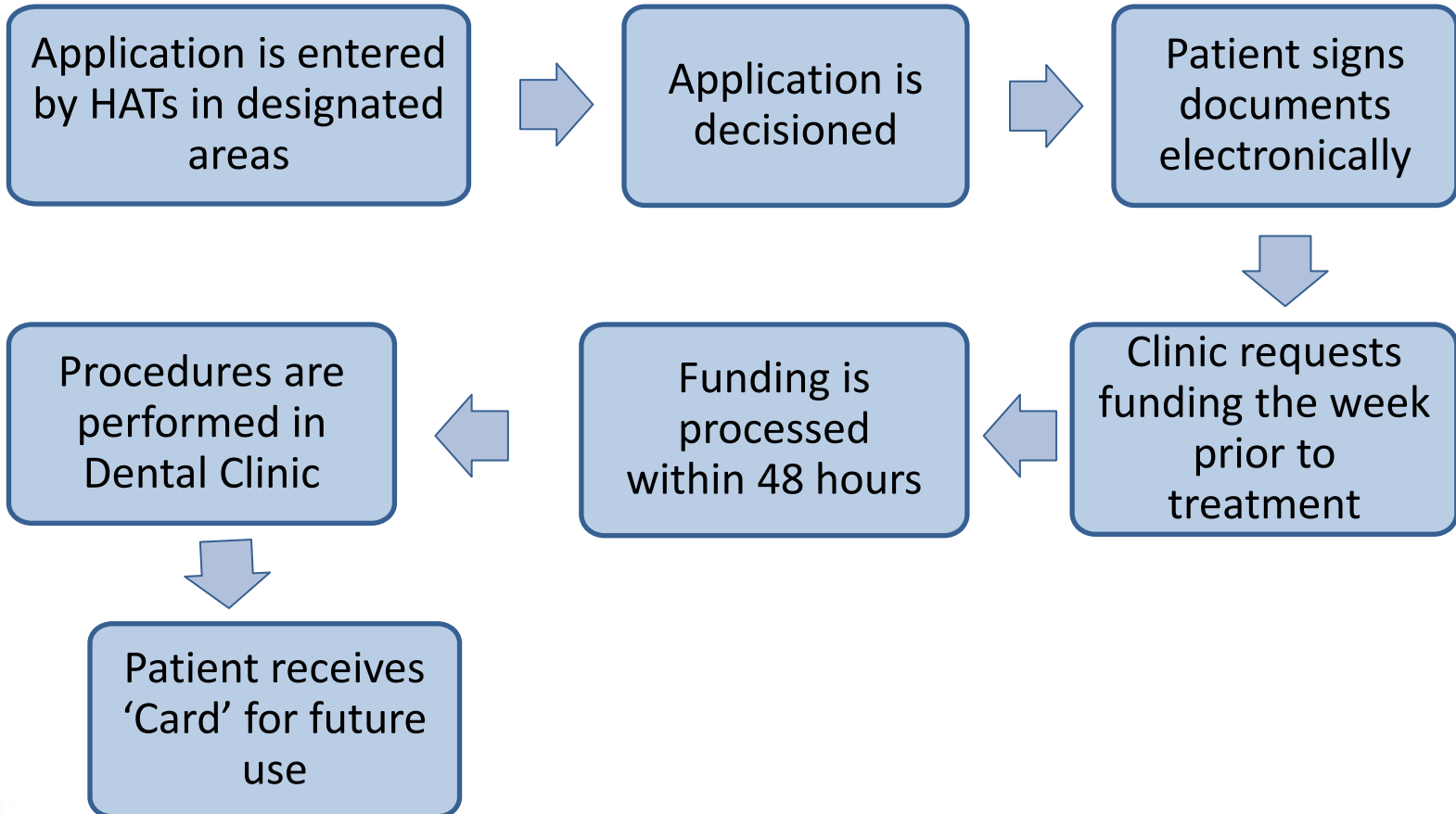
How Does It Work?

- This system provides instant loan decisions or places the loan in pending status for immediate review
- If loan is pending, a loan officer from the lending institution will render a loan decision within 15-20 minutes and send notification directly to the system

How Does It Work?

- Dental School requests funding electronically the week prior to the treatment
- The lending institution sends funding electronically to the dental school accounting office.

Easy Application Process



Payment plans offered

- Multiple payment plans available for patients:
 - ✓ Interest –free financing up to 18 months available. (6, 12 and 18 month options available)
 - ✓ Traditional loans available up to 48 months.
 - ✓ This program does not charge ‘retro interest’ on unpaid balances.

Comparison

Our lending program

- Low rates to the clinic. (4%-11%)
- Local decisioning -easily accessible representatives.
- No additional equipment to purchase
- Local offices to service your patients.
- Standard rate after promotional period- 14.99%.
- After promotional period ends, interest is charged monthly to the current outstanding balance.
- Penalty rate 17.90%. (interest is only charged on the outstanding balance)

Other programs

- Higher rates to the clinic. (13%-15%)
- No local representative to assist decisioning loans.
- Must purchase special terminal for card processing.
- No local offices
- Standard rate after promotional period- 26.99%
- After promotional period ends, interest is assessed from the transaction date
- Penalty rate-29.99%. (interest is assessed from the transaction date)

Dental School Benefits

- Provides multiple options for patients.
- Greater opportunity to perform Post-Graduate procedures.
- Helps increase operating income as more treatment plans will be completed.
- Dental school not responsible for Collections and will recognize the revenue.

Patient Benefits

- Patients get the dental care they desperately need; creating good will.
- Patients with fixed income will have multiple financing options to pay interest-free for up to 18 months or 48 months for traditional low interest loans.
- No retro-interest payments.

LSUHSC School of Dentistry ANALYSIS OCTOBER 2012 - SEPTEMBER 15, 2014

	Total Applications	Instant Approved	Approved	Declined	# Funded	Approval Ratio	Approved \$\$\$	Funded \$\$\$
1st Floor	42	5	17	20	19	52%	\$ 51,946.00	\$ 46,006.00
2nd Floor	339	63	105	171	147	50%	\$ 351,140.00	\$ 290,158.00
3rd Floor	257	41	83	133	97	48%	\$ 231,670.00	\$ 155,701.00
Endo	50	4	12	34	14	32%	\$ 19,401.00	\$ 15,036.00
Oral-GPR	23	3	8	12	10	48%	\$ 17,532.00	\$ 15,020.00
Perio	34	13	12	9	19	74%	\$ 93,280.00	\$ 59,480.00
Ortho	33	2	10	21	6	36%	\$ 24,030.00	\$ 9,680.00
Prostho	39	10	11	18	17	54%	\$ 197,113.00	\$ 101,473.00
Totals	817	141	258	418	329	49%	\$ 986,112.00	\$ 692,554.00

Appr/Funded Difference	\$ 293,558.00
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Thank You!

Questions?

Relaxation











