

Doctors Hospital Modernises Billing System and Assists Customers with Billing Notices

As of February 2021, Doctors Hospital (DH) made a conscious, patient-focused effort to modernise its billing system to enhance the customer experience. With this in mind, DH has reached out to all of its customers to assure them they are not being billed in error after some customers were sent bills recently with outstanding payments.

Given the evolving socio-economic impact of the global pandemic, Doctors Hospital made a conscious decision to temporarily suspend collections of past due amounts in 2020. A year later, and with Cayman emerging in resilience, the hospital resumed collections as they digitized the payments platform.

As customers receive new statements, the collections efforts also help patients sort coverage issues with insurers who initially denied claims. "We are working with all of our patients to investigate denied portions and ideally and retroactively seek reimbursement with insurers – even if patients are no longer with a particular insurance company. Sometimes it just takes a few detailed conversations to convey the medical justifications behind key charges," said Kate Bell, the newly-appointed Director of Finance. "Either way, we are here to work with our patients through all inquiries, pre-certification logistics, and any questions they may have about their benefits in detail."

Doctors Hospital is assuring those who have received notice not to panic. Ms. Bell confirmed, "We understand that some customers have raised concerns, and we are currently working around-the-clock to ensure a smooth transition to our new payments portal and to work through settlements. We sincerely appreciate everyone's patience as we progress through these changes."

The new DH online payments portal, **Cayman Gateway**, allows patients to securely transact quickly and easily and view a summary of outstanding invoices and credit notes. Emails received by no-reply@caymangateway.com are legitimate and are not a form of spam or phishing.

Outstanding balances up to six years are being collected by the Cayman Islands National Credit Bureau (CINCB). Kate confirms "We are mindful that many patients may not have received previous invoices for a variety of reasons. However, we've put a team and resources in place to assist anyone who feels their bill is incorrect or sent to them in error." Patients can contact DH Accounts Receivable at Accounts.Receivable@doctorthospitalcayman.com to sort through all discrepancies.

"Our patients really are an extension of our DH community and will not be left to fend for themselves through this process."