

CASE STUDY



How mission-driven St. Joseph Hospital is embracing innovation to help patients afford infusion therapy

The Challenge

St. Joseph Hospital is a 208-bed acute care community hospital located in Nashua, New Hampshire. For more than a century they've met the growing needs of their community through innovation, leading-edge technology, and the highest-quality medical care. Leading the way in the prevention, diagnosis, and treatment of disease, St. Joseph Hospital combines the latest technologies with personalized medicine.

When St. Joseph Hospital's parent health system, Covenant Health, shared that they were exploring a system-wide technology and service solution for connecting patients to medical financial aid funding; the team at St. Joseph was intrigued and excited. St. Joseph Hospital leadership was aware of thousands of programs making more than \$30 billion in medical financial aid available to eligible patients. But with no team members focusing full-time on enrolling patients in these programs, they were looking for a way to fill the gap.

When John Jurczyk, president of St. Joseph Hospital, saw a demo of the Atlas software and learned about their mission to make sure no patient is left behind due to an inability to afford care, he saw a mission-driven and like-minded organization. The breadth of the Atlas program database, empathetic and tenacious patient advocates, and thoughtfully designed workflow automation, made Atlas the medical financial aid technology and service solution of choice at St. Joseph Hospital and other Covenant system hospitals.



More than 60 patients supported with medical financial aid in less than 6 months of partnership



More than \$1 million in financial aid secured to help reduce financial burdens for patients



Expected to recover more than \$2.7 million in aid within the first year

"We have partnered with Atlas Health because they understand our resolve to help our patients have access to life saving treatment that they would otherwise forego due to affordability. Through automation, Atlas enabled us to make a larger impact by further reaching the vulnerable populations in our community." – John A. Jurczyk, President, St. Joseph Nashua

"Atlas Health reduced our uncompensated care and converted it to cash that was delivered directly to us. They were able to solve the problem of financial toxicity and charity care leakage holistically across our hospital's enterprise."



**Dick Plamondon, Vice President
- Finance, St. Joseph Nashua**

The Results

When Ms. Bell, a patient at St. Joseph Hospital, was prescribed Xolair by her pulmonologist for severe persistent asthma, she assumed insurance would cover it. But after her second infusion treatment, she received a bill for over \$6,000 that insurance would not cover. Even though severe persistent asthma symptoms occur daily and without treatment can leave individuals with lung function less than 60% of the normal level, she was prepared to stop receiving treatment.

Atlas' technology leveraged all available clinical, financial, insurance, and demographic data to match Ms. Bell to the ideal assistance program. After a quick review of the case in the Atlas portal, patient advocate Heather Marcheterre contacted Ms. Bell to let her know she could enroll her in a patient assistance program. By enrolling Ms. Bell, Heather didn't just help her afford her treatment, but made sure she didn't have to worry about any out-of-pocket costs whatsoever. With the \$6,000 bill reduced to \$0, Ms. Bell could breathe a little easier.

"I cried when I got the bills, and then cried of happiness when the assistance was applied. I didn't know anything like this existed or that I had options." – Ms. Bell

In less than six months, St. Joseph Hospital has secured more than \$1 million in aid to help more than 60 patients like Ms. Bell afford the care they need. With Atlas fully ramped, they're on track to secure more than \$2.7 million in aid for their patients during the first year of the partnership with additional reimbursement opportunities for additional Covenant Health hospitals.

ABOUT ATLAS

Atlas Health improves and saves lives by connecting patients and health systems to the best medical financial aid programs available. Patients receive the care they need and health systems secure reimbursement for those who struggle to afford out-of-pocket medical expenses.

Health systems benefit from increased net patient revenue, reduction in medication spend, reduction in patient A/R days, lower operating overhead, improved workflow automation, enhanced financial counselor and patient experience, higher levels of compliance, and a better reputation in the communities they serve.