

# The Total Economic Impact™ Of Simplee

FORRESTER®

Through four customer interviews and data aggregation, Forrester concluded that Simplee has the following three-year financial impact.

## PATIENT SATISFACTION



**BEFORE**  
**36%**

Low satisfaction due to difficult financial process



**AFTER**  
**79%**

Patient satisfaction skyrockets with Simplee

“When a patient is satisfied with the financial aspect of their care, they’re twice as likely to pay their bill, twice as likely to return for services, and five times as likely to refer your organization to a friend.”

*Executive director, finance regional health system*



## KEY BENEFITS



**15%**

Increased self-pay after insurance total collections



**21%**

Reduced cost per payment



**50%**

Reduced support, complaint, and payment call volume

“It almost doesn’t matter if you get a positive ROI, because you better have this if you’re in operation . . . it’s just assumed into the landscape now.”

*Director, patient access regional health system*



## FINANCIAL SUMMARY



ROI

**505%**



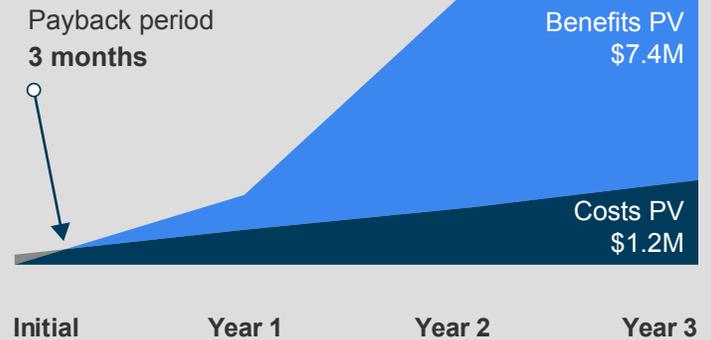
NPV

**\$6.2M**



PAYBACK

**3 months**



Read the full study

This document is an abridged version of a case study commissioned by Simplee titled: The Total Economic Impact™ Of Simplee, June 2017.

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