

How Beatitudes Campus strengthened payment compliance and billing confidence

CHALLENGES

- > Reliance on paper statements and manual distribution
- > Delayed payments impacting month-end timing
- > High volume of statements and follow-up activity
- > Less immediate visibility for residents and family members
- > Ongoing need to support compliance-sensitive billing timelines

SOLUTION

- > MatrixCare Payment Portal



Beatitudes Campus is a single-site continuing care retirement community (CCRC) with multiple levels of care, including independent living, assisted living, memory care, and skilled nursing. With hundreds of residents across different settings, the organization manages a high volume of monthly statements, payment interactions, and billing questions.

The team needed to support residents on campus while giving remote family members a clearer view into statements and payments.

Admissions under strain

Before Payment Portal, Beatitudes relied heavily on printed statements. Statements were delivered to resident doors on campus, while some family members or fiduciaries received statements by mail. When replacement statements were needed, staff would send or email them separately.

The biggest opportunity was not simply moving away from paper. It was supporting stronger payment compliance, helping families access statements more easily, and giving the team more time to resolve questions earlier in the billing cycle. Month-end could be delayed when staff needed to follow up on unpaid accounts before flexi-billing or the end of the month. For a revenue cycle team focused on accuracy, timelines, and trust, that timing mattered.

“The biggest compliance issue was not receiving payments by our internal deadline,” stated Cammy Clevenger, Director of Business Analytics & Revenue Cycle Management.

A digital approach to statements and payments

Beatitudes selected Payment Portal because it could support electronic statements, online payments, and automatic payment options. An added benefit was that it worked with their existing MatrixCare360 platform, which helped minimize integration worries.

Offering digital access became an important step forward, especially for remote family members who wanted confidence that bills were correct and payments were being made. For residents and families, billing information became easier to access and monitor. For the revenue cycle team, it supported a more transparent process where questions could be identified and addressed earlier.

“Having electronic statements is a plus for residents and their family members. It’s all about building trust in our process and billing policies, which helps put them at ease,” explained Clevenger.

Earlier payments, stronger compliance, more trust

Since implementing Payment Portal, Beatitudes has seen meaningful improvements in payment compliance and cash flow timing. ACH and portal payments now make up 70% of payments, allowing for more consistent payment activity. The team also noted that because residents and families are seeing statements instantly, billing questions are addressed earlier, supporting faster resolution and confidence in their billing process.

For Beatitudes, the value is not just digital payment access. It's in the ability to support compliance, strengthen transparency, and create a more reassuring experience for the residents and families they serve.

"Payment compliance is by far the winner. And the ability for the residents and their families to see their statement instantly has been a game-changer," said Cleverger.



BEATITUDES CAMPUS' RESULTS TO DATE

Improved
payment
compliance

Earlier, more
consistent cash
flow timing

Fewer accounts
requiring follow-up
before month-end

Increased visibility
into statements
and billing activity

Stronger trust
with residents and
family members

Earlier resolution
of billing
questions

(Customer results may vary)

For senior living organizations managing complex billing environments, like Beatitudes Campus, Payment Portal can help support a more transparent, accessible payment experience. By making statements easier to view, payments easier to manage, and billing questions easier to address earlier, organizations can strengthen payment compliance, support earlier cash flow, and build greater trust with residents and families.

Contact our experts at **866.469.3766** or **visit matrixcare.com** to schedule a complimentary demo and see how Payment Portal can support payment compliance, earlier cash flow, and greater trust.