

Konverge

Case Study

Overview

Building a Pilot Billing Platform for Uninsured Healthcare Services



The Challenge

A healthcare services organization sought to streamline how clinics billed patients for uninsured services. At the time, billing was inconsistent, difficult to manage, and often led to missed revenue opportunities. To address this, the organization wanted to pilot a digital system that could be tested in a live environment and expanded upon in future phases.

- Centralizing the billing process for clinics and patients
- Providing real-time visibility into accounts and transactions
- Supporting rewards management and custom service plans
- Creating an MVP with a clear path to expand functionality

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Our Solution

Konverge built a prototype web application designed to bring transparency and structure to billing uninsured services. It included distinct portals for administrators, clinics, and patients, each tailored to their specific roles and workflows:

- Admin Portal: Management of clinics, administrators, reports, and rewards
- Clinic Portal: Patient billing, user and doctor management, payment processing
- Patient Portal: Family account setup, plan selection, payment method management

All components were designed with scalability, allowing future enhancements without major redevelopment.

Key Features

- Multi-role access with configurable permissions
- Real-time service rendering, billing, and refunds
- Rewards and block plan management for service bundling
- Report generation for clinics and administrators
- Responsive, user-friendly interface with minimal training required

Business Outcomes

- Provided a functional MVP for testing with real clinics and patients
- Reduced administrative complexity for uninsured billing
- Improved visibility into clinic operations and patient accounts
- Created a foundation for full-scale system rollout based on pilot feedback



Why it Matters

Custom digital tools for healthcare improve revenue, access, transparency, and trust.

This project reflects how an MVP can drive innovation and process change, even within a highly regulated environment.

“A pilot isn’t just about proving technology, it’s about proving value. This build gave the client a testable, scalable path forward with minimal risk.”

— Sonia Couto, Managing Director, Konverge Digital Solutions

