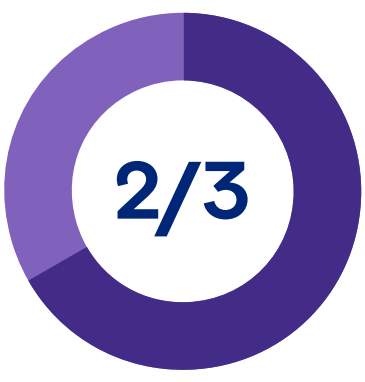
Accelerate collection and increase patient satisfaction

Patients are struggling to pay for health care services and want more flexibility in payments options. Patients think incorrect and confusing charges are negative factors to keep them from returning to their medical providers. SmartyPay Plus™ can help increase patient financial experience and improve revenue performance for providers.

Patients want flexibility in payment options



About **two-thirds** of patients say that receiving a health care bill in their preferred communication channel would encourage them to pay their bill more quickly, according to a 2022 patient engagement technology report.



And **nearly three-quarters** of respondents said the billing and payment process is either very important or somewhat important when evaluating a new provider.

Providers are experiencing downturn in revenue

Although providers are doing a better job of accepting different types of payments, there is still more that can be done to help expedite the payment process to increase provider revenue and patient satisfaction.

Aside from paying by credit or debit card, patients between the ages of 30 and 44 choose payment plans and PayPal® as their preferred payment method, according to the patient engagement technology report.

Patients 60 and older overwhelmingly prefer to pay by credit or debit card, check and cash.

Providers can increase collection

SmartPay Plus improves the patient financial experience. It also helps hospitals and health organizations increase patient payment collection through an omni-channel payment approach. This integrated solution simplifies and automates collection workflows and financial communications to help providers improve revenue performance.

Some of the features of this payment tool include:

- Secure patient portal
- Easy-to-use provider portal
- Merchant services
- Improved digital communications
- Phone pay
- Efficient payment integration

Portals and merchant services to help improve revenue

Patient portal

This secure payment tool allows patients to conveniently pay their bill online. Patients can utilize the QuickPay functionality to quickly pay a balance without needing to create an account. Alternatively, they can also create an account to gain access to additional functionality like setting up payment plans, customizing communication preferences and viewing statements.

Provider portal

Providers can easily collect patient payments while streamlining posting and reconciliation. This web-based tool enables providers to accept payments from anywhere in the organization, in person and by phone. We also offer multiple point-to-point-encryption (P2PE) and payment card industry (PCI) compliant device options to enable secure payment transactions.

Merchant services

SmartPay Plus delivers rapid payment processing for credit cards and debit cards, including health savings account (HSA) and flexible spending account (FSA) cards.

Consumers' choice in communications and payments

Digital communications

A customized communications tool enables patients to choose how they receive notifications of pending bills, including text or email. This improves patient satisfaction and creates a simplified experience.

Consumer Phone Pay (IVR)

Phone Pay is an interactive, phone-based service that lets patients make payments from virtually anywhere, at any time. It supports payments with a multilingual, menu-driven system that is easy to use.

SmartPay Plus Payment Integration

Providers can enhance their patient payment capabilities in two ways through an Epic integration:

MyChart

The embedded payment solution accepts all major credit and debit cards, bank account payments (ACH), and supports recurring payment plans.

Hyperdrive

Help providers stay within the Epic platform to collect patient payments.

Contact sales for a demo

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