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

These are just some of the reasons why we created SmartPay Plus, which helps to accelerate collections and increase patient satisfaction.

SmartPay Plus™

Accelerate Collection and Increase Patient Satisfaction



Patients are less likely to return to the same provider due to lack of payment flexibility.

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Providers can increase collection

SmartPay Plus helps hospitals and health organizations increase patient payment collection using an omni-channel payment approach while also improving the patient financial experience. 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 a secure patient portal, an easy-to-use provider portal, merchant services, improved digital communications, phone pay, and an efficient payment integration.

Patients can experience greater convenience in obtaining services

Patient Portal: A secure, payment tool that 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 P2PE- and PCI-compliant device options to enable secure payment transactions.

Integrated Merchant Services: SmartPay Plus delivers rapid payment processing for credit cards and debit cards, including HSA and FSA cards.

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 simplifies the 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 (AC (PI)(e)-[X(t)[o6 (a)-3.6 (n)-[2 (k a)-[X(c)13.6 (c)13.6 (o)-e)-3.4 (b)0rea 0.8e)-3.4 (p4k a)-[0.6 (2[103.6