OPTIMIZED PATIENT PAYMENT COLLECTIONS

Smart, simple, and consumer-friendly patient billing and payments
GET PAID FASTER AND REDUCE YOUR COSTS TO COLLECT

With increasingly changing reimbursement models and high-deductible health plans placing more payment liability with the patient, healthcare organizations must increase their focus on cash collections, improving upfront collections and achieving efficiencies across every patient interaction.

As part of the Revenue Performance platform, Receivables Advisor simplifies each step of the billing and payments process into one place, allowing you to collect more patient payments, get paid faster, reduce your costs to collect, and lower patient write-offs. Receivables Advisor helps drive patient payments before, during, and after the encounter across all methods, including online, mobile, telephone-based, and mailing in payments.

Receivables Advisor improves revenue through:

- **Point of Service Collections**: We enable you to accept virtually all payment types using a terminal device for in-person collections or a web-based portal for accepting payments by phone.

- **Statements**: We offer clear, concise patient statements to educate patients on their financial responsibilities and prompt action, resulting in more payments and fewer customer service calls.

- **Patient Pay Online**: Our self-service patient application provides comprehensive and secure online billing and payment management. Patients gain access to view and pay their bills, enroll in electronic-statement delivery, set up payment plans and auto-payments. We also support provider-sponsored discounts for prompt payments.

- **Phone Pay**: An integrated, cloud-based, and PCI-compliant solution for taking consumer credit, debit, and bank account payments over the phone through an automated phone payments system.

- **Patient Lockbox**: Automates the process of depositing, posting, and managing mailed patient payments to help you get paid faster and cut costs while eliminating most errors for otherwise manually processed payment transactions.

- **Merchant Services**: Integrated with our solutions, Merchant Services combines our multi-channel payment applications with processing for credit cards, debit cards, physicals check, and electronic checks. Our solution delivers streamlined merchant onboarding, simplified pricing, and consolidated billing to support patient-preferred channels and payment methods.

“(Patient Pay Online) was very simple to implement. It was an immediate success and people started using the solution right away. The most positive outcome: empowered patients and better patient satisfaction.”

Angie Buckley, RHIT
CCS Director of Business Services,
Baptist Health Systems

Learn more: changehealthcare.com/providers

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