

SmartPay™ for Providers

# Enable Faster Payments and Reduce Your Collection Costs

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.

# Smart, Simple, and Consumer-Friendly Patient Billing and Payments

SmartPay provides measurable value by helping to manage \$52 billion in patient A/R on behalf of providers every year.<sup>1</sup>

## Simplify the Process

SmartPay™ for Providers simplifies each step of the billing and payments process into one place, enabling you to collect more patient payments, get paid faster, reduce your collection costs, and lower patient writeoffs. SmartPay helps drive patient payments before, during, and after the encounter across all methods, including online, mobile, telephone, and by mail. Furthermore, all of our payment processing solutions are PCI Level 1 compliant.

## SmartPay helps improve revenue through:

- **SmartPay Portal:** 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, helping to result in more payments and fewer customer service calls.
- **Personalized Communications:** Multichannel communications orchestrated by data analytics helps increase and accelerate patient collections. Integrated with printed mail, online, mobile, and payment systems, this solution can further target patients with a mix of communication methods.
- **Consumer 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:** Our integrated, cloud-based, PCI-compliant solution offers patients the easy option of taking consumer credit, debit, and bank account payments over the phone through an automated phone payments system.
- **Consumer Lockbox:** Automates 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, and physical and electronic checks. Our solution delivers streamlined merchant onboarding, simplified pricing, and consolidated billing to support patient-preferred channels and payment methods.

<sup>1</sup> 2020 Change Healthcare customer data.

## About Change Healthcare

Change Healthcare is inspiring a better healthcare system. Working alongside our customers and partners, we leverage our software and analytics, network solutions and technology-enabled services to help them improve efficiency, reduce costs, increase cash flow, and more effectively manage complex workflows. Together, we are accelerating the journey toward improved lives and healthier communities.