



## SmartPay Plus™

# Accelerate Collection and Increase Patient Satisfaction

### **Patients want flexibility in payment options**

Patients are struggling to pay for healthcare services and want more flexibility in payment options. According to a 2022 Trends in Patient Payment Communications Report, about two-thirds of patients say that receiving a healthcare bill in their preferred communication channel would encourage them to pay their bill more quickly. 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**

Patients think incorrect and confusing charges are negative factors to keep them from returning to their medical providers. Although providers are doing a better job at 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.

According to the Trends in Patient Payment Communications Report, 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. Patients over 60 years old 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.

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

Accelerate collection and increase patient satisfaction with SmartPay Plus.

## 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 (ACH), and supports recurring payment plans.
- **Epic-Wide:** Help providers stay within the Epic platform to collect patient payments.

"2022 Trends in Patient Payment Communications Report" based on internal data.  
Epic and MyChart are registered trademark of Epic Systems Corporation.