

Health Information Compliance Alert

Use These Easy-To-Implement Strategies To Adapt To Your Patients' Changing Payment Needs

Finding new, innovative ways to meet your patients' billing/payment needs and embracing new technologies will ensure your practice getting every dollar it deserves.

Virtual Agents: Let computer-based algorithms handle payment options on qualifying account balances leaving agents and customer service reps free for other tasks.

Cash Payments: Help your underbanked customers make payments and settle debts by accepting electronic cash payments -- plus eliminate the risk of managing cash at your locations.

E-Billing (EBPP): Reduce paper and postage costs by introducing e-billing and payment processing so customers can see their bills and pay online while also reducing your Days Sales Outstanding (DSO) and operational costs.

Text payments: Customers like this emerging technology. It provides a convenient option for busy mobile-savvy people; they can receive bill reminders and authorize payment by text message.

PURLs for Personalized Payments: One-time-use personalized URLs encourage electronic payments from paper statements and invoices, so customers can quickly pay online while eliminating the need to create a profile or log into a public online payment portal.

Check 21: Exchanging electronic images of checks means faster access to check payments and greater efficiency than physically transporting paper checks. Check 21 enables non-standard paper checks such as business checks to be converted to electronic images for processing.

Web Payment Forms and IVR: By providing a company branded web payment form or Interactive Voice Response (IVR) phone line for customers and debtors to self pay, the process of collecting on outstanding balances can be streamlined even further while offering 24 x 7 access.