

# PersonaPay™

Now available in  
Epic's App Orchard!



## Fully Integrated, Intelligence-Driven Payment Capabilities for Patients and Provider Staff Members, Without Ever Leaving Epic

Balancing empathy for patients while maintaining the best payment outcomes takes some art and science. What if you could improve your patients' payment experience and your financial outcomes without leaving Epic MyChart or Hyperspace? RevSpring breaks new ground with PersonaPay™ availability in Epic's App Orchard, personalizing the payment experience for every patient. It tailors payment options to drive the best outcomes with the most efficient, patient-centric way to increase payments.

PersonaPay is engineered to work within existing native Epic workflows, providing a more seamless billing and payment experience for patients and customer service representatives. Now within Epic MyChart and Hyperspace, PersonaPay helps healthcare organizations boost payment performance and patient satisfaction to drive better financial outcomes for providers and their patients.

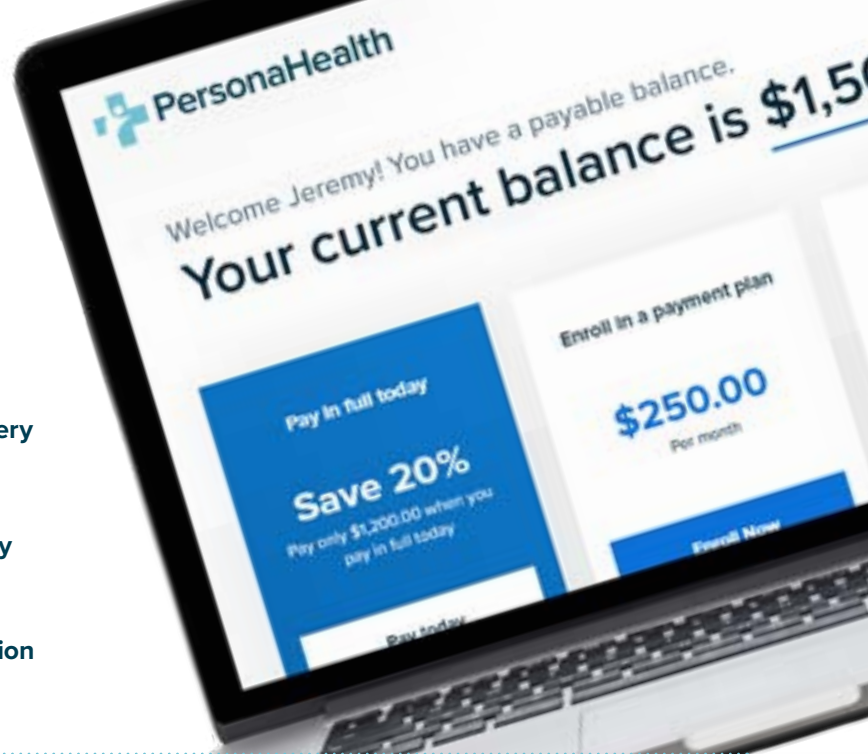
Our new PersonaPay experience improves patient self-service with intuitive screens and precisely tailored payment pathways. We enhance the payment process which leads to more loyal patients who typically have multiple options of where to receive their care.

## Benefits

- **Improve collections** by having a precise approach for each patient without leaving your Epic solution
- **Reduce customer service inquiries** by offering an intuitive and easy-to-use self-serve option
- **Increase personnel accountability** by offering the right payment options
- **Strengthen overall patient loyalty** by enhancing the payment experience with empathy
- **Reduce PCI scope** for agent-assisted phone-based payments using integrated IVR and text automation

## Features

- Secure environment without requiring username and passwords
- Clear payment options tailored to each patient's unique needs
- Real-time balance updates from Epic
- Direct payment posting into Epic
- Payment plans and preferences, eStatement delivery
- CSR soft transfer to a secure IVR line to input credit card or ACH information
- CSR delivered encrypted email or text links directly to the patient's own payment page in PersonaPay
- Integrated [Merchant Services](#) for a complete payment solution, including settlement reconciliation



Additionally, what if you could arm your Customer Service teams with the same patient-specific insight? PersonaPay also integrates with Epic Hyperspace to take out the guess work for your personnel by showing them when a patient should pay in full, set up a payment plan or offer financial assistance. Your personnel has access to current account detail to better understand balances and payment activities across all channels between billing cycles. Dynamic scripting at their fingertips gives your staff the insight they need to guide financial conversations for each patient—all within the Hyperspace interface. When the patient is ready to pay, CSRs can facilitate secure payments over the phone using Assisted Payments where the patient can privately enter their credit card or banking information via an IVR, text or email without the CSR ever hearing any of the personal information.

We are committed to flexibility in meeting the business and technical payment needs of our Epic clients. Other RevSpring applications in the App Orchard include:

- [IVR Advantage™](#), which is designed to work within existing native Epic workflows to provide a more seamless payment experience 24/7
- RevSpring Patient Payment Page, which integrates to post patient payment directly into MyChart
- RevSpring Credit Card EMV Device Integration, which enables secure payments through Hyperspace on EMV and P2PE compliant devices
- RevSpring also is listed on the Open Epic site for Credit Card and Bank Account

