

IVR Advantage™

Automated Outbound
Phone Payments



Improve Overall Collections. Empower Self-Service.

Save time and improve patient collections—while freeing resources to work on more complicated cases that need human interaction—with IVR Advantage™. Our PCI compliant technology, combined with nationally recognized voice talent, allows you to confidently execute multiple call campaigns in Spanish and English based on consumer segments.

IVR Advantage is an automated outbound calling tool to contact, communicate with, and collect payments in an efficient and cost effective way. It provides interactive, personalized phone calls that automate critical administrative functions and provides patients with the information they need to feel confident about paying their self pay balances.

Use IVR Advantage to automate:

- Patient overdue balances
- False self-pays
- Denied claims calls
- Pre-registration calls
- Secure and compliant

Security and compliance is important to us. Our outbound calling and automated payment technology is validated with industry leading external audits:

- PCI DSS v3.2.1
- HIPAA/HITECH
- HITRUST CSF v7
- SSAE 18, SOC2 Type II

Benefits

- **Improved** collections
- **Reduce** patient bad debt write offs
- **Avoid** sending patients to collections
- **Drive** patients to pay sooner
- **Increased** business office productivity
- **Slash** statement and letter costs

Features

- Increase urgency to pay
- Turn outbound IVR reminders into inbound payments
- 6% of balance reminders that go to VM result in a payment within 2 days
- 40% reduction in 120 day AR
- 10% increase in gross revenue



How It Works

Easily populate data via our API or simply drop a file to our secure encrypted web portal or FTP. IVR Advantage uses your data to create customized consumer calls. Outbound IVR is an easy-to-use service that requires no upfront investment in hardware or software, and usually can be implemented within 30 days. And our proprietary technology delivers predictable pricing so you can budget with confidence.

As the industry leader, we understand the regulatory pressures you face. Our outbound calling and automated payment technology is a proven, PCI and HIPAA compliant tool to manage the legal landscape in which you operate, and using our outbound IVR can significantly boost collections.

This powerful technology is available to increase patient collections and is backed by the experience and commitment of a long-time industry leader dedicated to helping you meet your revenue cycle goals.

What are you waiting for?

