

RevSpring Merchant Services

Payment Acceptance,
Tracking & Reconciliation



Helping you Meet Patient—and Organizational—Financial Needs

When it comes to payment, patients are no different from other types of consumers. They want a flexible, transparent and personalized financial experience. This includes a wide range of payment options: paying with credit or debit cards, online via email or text, through a secure online portal, or even by check.

Flexible payment options—or the lack of them—can impact patient loyalty. One-third (34 percent) of patients in a 2017 Medical Group Management Associate survey said they would switch to another provider simply for the ability to pay their bills online.

The bottom line? Patients want payment flexibility and are willing to adjust their healthcare decisions accordingly. Yet hospitals and other healthcare providers often hesitate to accept online payment by credit or debit cards. It's understandable. Managing those payments takes time and can create headaches for already overtaxed in-house accounting and IT teams. Health System CFOs, meanwhile, have justifiable concerns about lags in payment, losing revenue to high merchant processor fees, liability exposure and more.

Welcome to RevSpring Merchant Services

With RevSpring Merchant Services, health systems have the best of both worlds: providing patients with the payment flexibility and security they need without incurring the risks and payment delays inherent in many non-traditional payment methods. We deliver the solutions you need to improve the payment experience for you and your patients.

Our payment processing solutions help you strengthen cash flow and minimize your collections risk. Securely accept co-pays, deductibles,

Benefits

- **Eliminate manual cash posting**—save up to 25 hours per week on manual reviews
- **Secure & compliant payments**
- Funds deposited within **24–48 hours**
- **Reduce** your PCI compliance scope

Features

- **Pre-Service, Point-of-Service, Post-Service payments**
- **Point-to-point encryption and tokenization**
- **Payment reconciliation**
- **Transaction-level reporting**



DynaPro
Secure cryptographic device

co-insurance, and self-pay balances without worry. And by using the same merchant services provider across all payment systems you'll benefit from combined volume and lower costs, as well as lower management and reconciliation costs.

We Simplify How You Receive Money

As the leading healthcare merchant services provider with more than 40 years of experience, RevSpring offers benefits you won't find elsewhere. For example, we help you access more competitive merchant processor rates and reduce your operational costs. And we provide some of the quickest funding in the business, with funds deposited within 24-48 hours. Best of all, you experience complete transparency as payments are accepted and tracked throughout the revenue cycle.

Another significant benefit: increased security & piece of mind. Use P2P Encrypted devices to eliminate card numbers from your environment, limiting and reducing your PCI scope.

Customer Service You Can Count On

Our dedicated staff of U.S.-based service professionals have deep experience within the healthcare industry. And we pride ourselves on building deep relationships with each customer, helping customers solve problems quickly and efficiently. In an era of frequent employee turnover, your dedicated account manager

provides valuable industry knowledge and continuity within your organization.

Secure Payment Devices

We offer secure P2PE validated pin pads to help protect your patient's card data. With chip card capable devices you can reduce the risk of counterfeit card fraud when processing face-to-face transactions.

Powerful Security

Mitigate the risks of a card data breach with our payment solutions featuring encryption and tokenization. Encryption and tokenization secures payment data from the moment a transaction is initiated. We help you reduce your PCI DSS obligation, saving valuable resources formerly spent achieving and maintaining compliance.

Automated Reconciliation

RevSpring's reconciliation solution gives you faster visibility to postings and reduces your reconciliation burden when bundled with our Merchant Processing. Automating reconciliation of payments collected through RevSpring to patient pay balances and bank deposits, allows you to standardize the reconciliation processes, eliminate errors, and reduce write offs.

