

# Family-Minded Financial Engagement

Clarity and Flexibility  
When Families Need It Most



When treating the complex needs of a family with a sick child, it's important that financial information is easy to understand, and the financial journey is seamless and appropriate for their individual situation. This begins as soon as an appointment is made, and extends beyond the waiting room, after caring nurses and physicians treat with kindness, to post-discharge when the patient begins receiving EOBs and bills with their financial responsibility. Creating a financial path for families that is clear and compassionate can ease the stress of financial worry, allowing families to focus on the health of their child and not complexities of the billing experience.

Children's hospitals choose RevSpring because our empathetic approach to communication and payments infuses the same kind of care and compassion that the family has come to expect from your organization. We help you extend that same sensitivity into their financial experience.

To accomplish this, RevSpring delivers flexible payment options presented in clear communications that are heat map, gaze tracking, and user group tested, then delivered based on patient preferences for email, text, or traditional print.

We've proven that these efforts reduce the confusion and rigidity that is usually associated with medical bills. We drive patients to actions that work best for them, with payment plans, scheduled payments, and financial assistance messaging that provides the family with alternatives for the best course of action to enable them to meet their financial obligations.

## Convenience and Options that Make Sense

Efficiency and ease-of-use are especially important for young families. Parents want digital reminders and notifications that can be seen and acted on anywhere, from the sidelines of soccer practice to after kids are

## Benefits

- **60% increase** in overall self-serve payments
- **47% increase** in portal pay payments
- **Increased** overall collections
- **Financially-engaged** families



tucked in bed. The families you serve need up-front payment options that fit their budget, and 24/7 payment options that are quick and seamless. RevSpring's mobile-friendly PersonaPay™ portal, IVR Advantage™, and text-to-pay features increase accessibility for families on the go, while decreasing incoming calls to your CSR team.

Timing is critical, and from pre-service appointment reminders to post-service billing and follow up surveys, financial communications are delivered at precisely the right time, and in the communication channel preferred by the individual. Whether the communication is a text, email, printed statement or a message on the portal, families have payment options that are tailored to their financial situation, giving them a course of action that makes sense and ultimately increases self-serve payments.

## Expertise You Can Count On

We know the needs of children's hospitals because we serve them. Forty-one of the nation's children's hospitals, including some of the largest, trust RevSpring to understand their unique needs. At RevSpring, we work tirelessly to ensure our solutions make you more efficient and drive the best outcomes for you, your patients, and their families.

To simplify your workflow, our Epic and Cerner integrations provide information that is shared real-time between the two systems. Additionally, PersonaPay™ provides visibility into each family's financial communications and tailored payment options, giving you the insight you need to provide support for each family's unique financial journey.

To learn more about our family-minded financial engagement solutions, contact a RevSpring representative today.



## Features

- Intelligent and responsive Payment Portal for families and CSR's
- Data-driven payment options
- Individualized payment plans, pay in full, charity, and more
- Integrated digital and print communication channels
- Appointment reminders, billing reminders and notifications
- Statements with tailored messaging and consolidated by family
- Integration with the largest EMR systems