PersonaPay™ for CSRs

Arming Your Customer Service Team for Success

RevSpring™

Balancing empathy for patients while recommending the best payment outcomes takes both art and science for a customer service representative. PersonaPay™ not only allows for self-serve patient payments, but also takes out the guess work for your customer service representatives by displaying the exact information that a patient would see in the patient portal. CSRs can prescribe the same consistent payment options based on data RevSpring has available on each patient. Whether that is recommending a payment in full, a prescribed payment plan, or financial assistance, your team has access to multiple tools and aids to guide the financial conversation for single call resolution.

Assisted Payments

Many times, the end of a customer service conversation should result in taking a payment. However, to complete the process patients become leery to give personal credit card or banking information over the phone. You may also be leery in accepting that information over the phone from a PCI compliance perspective. PersonaPay's Assisted Payment solves these two valid concerns by providing a safe and secure way for customer service representatives to take patients' credit card and ACH payments at the first point of contact. Integrated seamlessly within PersonaPay's CSR portal, Assisted Payment can be initiated via IVR, SMS, or email, mitigating PCI compliance risk by bypassing the CSRs' direct interaction with the patient when processing card information. This protects the patients' privacy while conveniently and expeditiously fulfills a payment obligation.

CSRs can quickly send the patient a direct encrypted link via email or text to the payment page in PersonaPay for them to complete the payment transaction. Or, for a more guided experience, CSRs can soft transfer patients to an IVR where the patient can privately enter their credit card or ACH information and be brought back to the CSR if need be.

Benefits

- **Improve collections** by having a precise approach for each patient

- **Increase CSR accountability** with the right messaging, payment options, and patient data

- **Curb disruptions to the payment journey** with secure payment options initiated over the phone

- **Bolster PCI compliance** while increasing agent productivity

- **Give patients a greater peace of mind** when wanting to pay over the phone

Features

- **Displays clear payment options tailored to each patient's needs**
- **Delivers encrypted email or text links directly to the patient's own payment page in PersonaPay**
- **Transfers patients to a secure IVR line to input credit card or ACH information**
- **Provides configurable agent scripting**
- **Houses a comprehensive set of standard and custom reports**
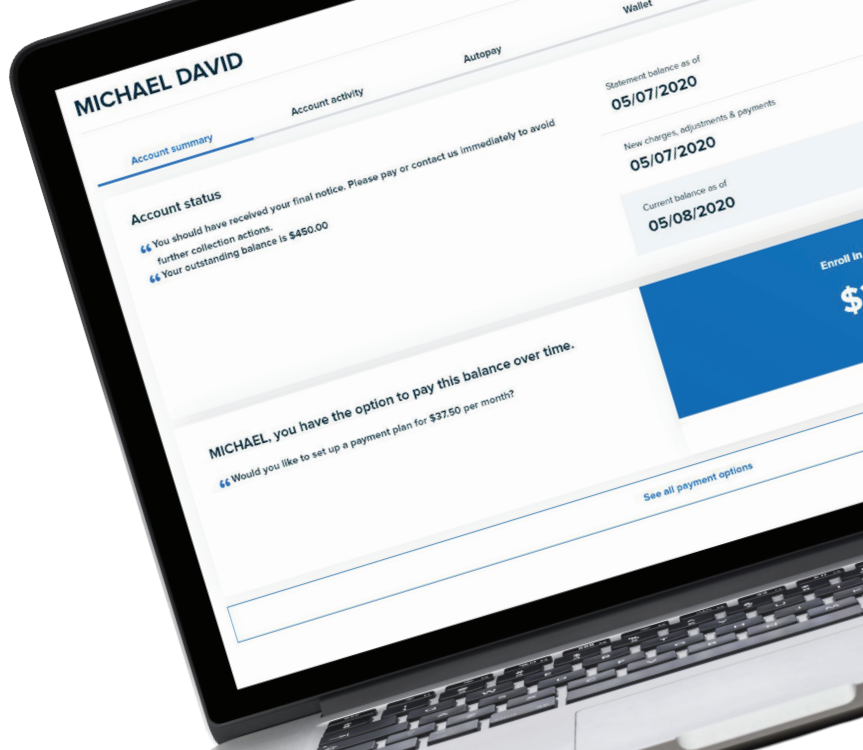
All of these methods ensure card numbers are not spoken out loud to an agent putting your PCI compliance at risk, while also giving the patient greater peace of mind when needing to fulfill their financial responsibility. Overall this provides an all-encompassing patient payment experience with single call resolution.

Agent Scripting

Having the right message when offering the ideal payment outcome is critical to your CSRs' success. With PersonaPay's dynamic scripting, CSRs have the insight they need to guide financial conversations for each patient. RevSpring will work closely with you to craft this messaging and configure it into the CSR portal. The end result is consistent, accurate, and effective messaging for single call resolution.

Reporting

PersonaPay's CSR portal houses a comprehensive set of standard reports that will help you better understand your overall payment practice. You can also quickly and easily create unique views, filters and new reports from the data that is collected within PersonaPay. All of this is intended to have the best information at your fingertips, so you can make sound business decisions.

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