

IVR Advantage™

Integrated seamlessly
with Epic



Maximize your Epic Investment With Integrated IVR

Increasing consumer healthcare costs are driving providers to offer patient payment options that are easy to use and don't increase administrative work. IVR Advantage, integrated Epic Solution allows you to provide an additional payment option patients want, with no additional administrative burden. The IVR payment solution presents current balance to patients over the phone and sends payment information directly into Epic at the time of payment—no waiting overnight for payment files to arrive or setting up remit file workflows.

With IVR Advantage integrated Epic solution, you can offload basic transactions from your customer support representatives (CSRs) and accept payments after hours, around the clock—24 hours a day, 7 days a week. These payments will automatically post into Epic without your staff ever having to lift a finger.

The Payment Flexibility Patients Want, Beyond 9 to 5

For some patients, IVR is the preferred method for payment—especially when they don't have time to pay their bills during the workday or don't want to talk to someone. IVR allows people to pay when it's convenient for them, not just when your CSRs are available.

Create a Seamless Experience

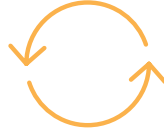
Integrates with your existing call flow and Epic instance to provide a convenient, all-in-one phone experience. Patients can transfer to a CSR if necessary, during business hours.

Benefits

- **Presents caller with real-time balance** from Epic
- **Offload 15–20%** of your inbound calls
- **Access to professional voice talent** over high quality digital recordings
- **Give patients 24/7 access** to account balance and payment history
- **Utilizes existing stored card** or accepts/stores new card for future use
- **Payment posts directly** into Epic
- **PCI, HIPAA and HITRUST CSF Certified**



Patients can access the system by choosing the pay-by-phone option ordered by your existing phone system or calling a new 24/7 number published on their statement



IVR payments integrated with Epic create a more seamless billing and payment experience for patients



Patients verify their identity, enter an account number, and have access to current account balance and real-time payments using credit and debit cards or electronic check

Improve Patient Satisfaction

Offers an expedient payment solution for patients who would rather avoid speaking directly with an agent.

Increase Efficiency

With basic transactions routed to IVR, your staff can focus on calls involving more complex patient billing issues.

- Safe, Secure and Compliant
- PCI-certified
- HIPAA-compliant
- HITRUST CSF Certified

Reduce Administrative Effort

Payments are automatically posted into Epic and available for viewing immediately by your staff and patients.

Save Time & Money

Implementing a lower-cost, after-hours payment channel with faster transaction times can ultimately keep overhead expenses down and enhance your Epic investment.

