

A better solution for patients and providers

VisitPay combines an intuitive user experience with intelligent scoring and segmentation, consumer friendly payment options and a powerful control system—bringing transparency, choice, and control to the entire billing process.

CHALLENGE

1

INCREASING PATIENT RESPONSIBILITY IS SHRINKING MARGINS.

While many patients already struggle to pay their medical expenses, healthcare premiums and deductibles are rising sharply.

↑ 123%

HEALTHCARE BANKRUPTCY FILINGS SINCE 2010

Source: Bloomberg Technology, 2017

VISITPAY SOLUTION



INTELLIGENT PATIENT SCORING

Predict a patient's likelihood to pay with unparalleled accuracy



FLEXIBLE FINANCING

Deliver custom financing options within the platform



YOUR BALANCE SHEET OR OURS

Optional Balance Transfer program through exclusive partnership with J.P. Morgan

RESULT

↑ 30%

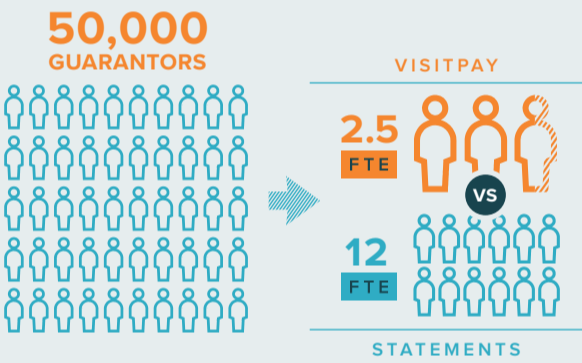
INCREASE IN PATIENT PAYMENT YIELD

CHALLENGE

2

CURRENT PATIENT FINANCING STRATEGIES ARE NOT SCALABLE.

“Simplifying our healthcare system's administration could reduce annual healthcare costs by almost \$300 billion.”
— Medical Group Management Association



VISITPAY SOLUTION

PATIENTS SELF-MANAGE

Intuitive digital platform

KEEP PATIENTS INFORMED & ENGAGED

Digital statements delivered monthly

SEAMLESS AND SIMPLE

Fully integrates with existing billing systems

RESULT

↓ 70%

REDUCED COST TO COLLECT PAYMENT

CHALLENGE

3

HEALTHCARE BILLING IS CONFUSING FOR PATIENTS.

“There's a ton of confusion on what patients' responsibilities are, and that drives [down] collectability as well as patient satisfaction.”
— Bob Mueller, Vice President Revenue Cycle, St. Luke's Health System

VISITPAY SOLUTION

VisitPay is an open platform that brings together all parts of a consumer's billing experience



PATIENT PORTAL SINGLE SIGN-ON

Patients can move seamlessly from the provider's patient portal to VisitPay



PAYER EOB INTEGRATION

VisitPay eliminates confusion by integrating provider and payor statements



HSA PAYMENT INTEGRATION

Easily manage HSA payments within the platform



HOUSEHOLD BILLING

Manage an entire family's medical bills from one account

RESULT

↑ 70%

INCREASE IN PATIENT SATISFACTION SCORES

TYPICAL NET PROMOTER SCORE:

50

CHALLENGE

4

IMPLEMENTING A NEW BILLING PLATFORM CAN BE COMPLICATED AND TIME CONSUMING.

“Having the freedom to make changes without continually going back to the vendor every time a regulation changes will help to reduce our cost of ownership.”
— Drew Cobb, Vice President of Clinical Applications, Inova



CONFIGURATION, NOT CODING

Easy to test and update consumer finance strategies



MARKET-LEADING IMPLEMENTATION

Be up and running in 90 days or less

RESULT

MOST RECENT IMPLEMENTATION (DAYS)

85

PATIENT PAYMENT USING VISITPAY (FIRST 6 MONTHS)

35%