Every year, more and more people are engaging with services via text message on their mobile devices. In fact, out of all avenues for digital engagement, texting is the most effective with a staggering 98% open rate. Text to Pay is VisitPay’s solution to meet patients who find texting most convenient and aligns the healthcare financial journey with the standards they’ve come to expect when paying in other ways online. By empowering patients to pay their bills via text with VisitPay, healthcare providers can offer a secure payment channel with a best in class experience and improved financial outcomes.

Text to Pay features a new payment channel that capitalizes on consumers’ willingness to engage quickly via mobile device, which dramatically increases speed to pay and in turn reduces your days AR.

- Intelligently automate complex communications and payment posting.
- Easy to understand customization options for providers and patients.
- Text bots for quick self service.
- Deploy quickly with minimal support costs and flexible integration with the EMR.

Users get flexibility and convenience. For example, a user can text...

- to pay the entire balance, or...
- to pay in four easy payments.
Text to Pay

KEY FEATURES

PASSWORD-LESS
In today's world, consumers don't need or want to keep track of another login they rarely use. Many industries are moving past requiring users to remember credentials as a prerequisite. With text to pay, the phone becomes a secure way to authenticate after an easy setup.

AUTOMATED
With patient financial responsibility on the rise, health providers need automated, secure and compliant ways of helping patients find financial solutions. Through Text to Pay's use of bot technology patients can have on-demand interactions with the health system that go beyond simply paying a bill.

BENEFITS

FASTER PAYMENTS FOR YOUR PATIENTS AND YOU
Patient speed to pay goes up, days AR goes down.

PATIENT FLEXIBILITY AND SATISFACTION
Patients have multiple options to manage their bills, increasing satisfaction.

REDUCED OPERATIONAL BURDEN
Payments automatically post to the billing system, advanced logic ensures no credit balances are created, and text bots communicate in real time.

COMPLIANT AND SECURE
Text to Pay is fully compliant with all applicable phone and text communication regulations, HIPAA, and PCI security standards.

COMPLEMENTS THE EMR
Text to Pay is a complementary payment channel to existing EMR patient portals.

AUTOMATION AND CUSTOMIZATION
Communications are sent automatically with multiple customizable options available to both the patient and the health system.

Why VisitPay?
VisitPay is the leader in patient financial experience. The company's cloud-based platform is used by the nation's largest and most innovative health systems to deliver transparency, choice and control to patients managing healthcare payments and transactions.