Patient Payment Management

Comprehensive patient payment

Patient Payment Management is a comprehensive patient payment application that enables you to receive more revenue while enhancing patient satisfaction.

With payment options at the point of service, online, via automated payment plans, card-onfile, over the phone, and by mail, patients have the flexibility to use their preferred payment method at any point in the revenue cycle.

Integrated patient statement services help accelerate payment capture through convenient eStatements and SMS text notifications that link patients directly to their payment portal, 24 hours a day.

On the back end, business office features help you post, refund, manage, and track payments, work more efficiently, and automate many time-consuming tasks.

Advantages for your organization

1 | **Streamline patient payments with text-to-pay capabilities** that empower patients to pay their bills in a timely manner.

2 | **Accept payments online, 24/7,** via an easy-to-use payment portal, branded to your organization, with no login required.

3 | **Gain business office efficiency** with real-time access to all payment data in one place.

4 | **Add a layer of security** with PCI-validated P2PE encryption of cardholder data at the Point of Interaction (POI).

Solution features

Process point-of-service payments
Accept credit/debit/HSA cards, checks, and cash. Keep your technology up to date with features like chip, encrypted swipe and contactless card processing, check scanners, and mobile processing.

Accelerate payments with updated notifications
With eStatement capabilities, statements will be sent directly to patients via email or text-topay notifications. And, patients who opt out of electronic notifications will still receive printed mail statements.

Accept 24-hour online payments
Increase convenience for patients with 24/7 online access to our secure, mobile-friendly payment portal – with no login required.

Automate scheduled and recurring payments
Quickly set up payment terms with any frequency, duration, and amount. Collect from cards or accounts-on-file, auto-generate email receipts, and easily adjust payment terms by editing records individually or in batches.

Streamline voids, credits, and refunds
Process patient refunds and credits electronically with options to print or email custom receipts, eliminating the need to send paper checks.

Get all payment data in one place
Take advantage of standard reports or create and export unlimited custom reports. Interface with your patient accounting system to auto-post payments.

Inovalon®