



Interactive Voice Response (IVR) Payments[®]



WHITE PAPER
SUMMER 2017

Interactive Voice Response (IVR) Payments[®]



Apex Revenue Technologies
apexrevtech.com

Make It Easier for Patients to Pay Their Bills, 24/7

When it comes to billing, more choices mean a better patient experience—and a better patient experience leads to increased revenue. Apex provides a self-managed interactive voice response (IVR) solution that allows patients to pay by phone when it's convenient for them—24 hours a day, 7 days a week.

With IVR, you can offload basic transactions from your customer support representatives (CSRs) and accept payments after hours, around the clock. These payments can be registered in your practice management system without your staff ever having to lift a finger.



KEY FEATURES

- Choice of voice or touch-tone inputs
- Natural language voice recognition
- Payment confirmation emails
- Utilizes existing stored card or accepts/stores new card for future use
- Full or partial payments accepted
- Multiple-account payments on a single call



SAFE, SECURE, AND COMPLIANT

- PCI-certified
- HIPAA-compliant

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. IVR allows people to pay when it's convenient for them, not just when your CSRs are available.

Technology Advantages

- Speech-to-text function **speeds and simplifies call flow changes**, saving time by eliminating the need to record or re-record voice prompts.
- System **evolves with each interaction**, “learning” from mistakes to improve the application’s effectiveness - and the caller experience.
- Data entry errors are handled gracefully, providing **useful instructions to reduce frustration** and ensure the patient remains on the call.
- Platform utilizes the same payment process, gateway, and merchant processor as other modules in the Apex payment suite. This allows for centralized reporting and **streamlines customer support**.

Create a Seamless Experience

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

Improve Patient Satisfaction

Offers an expedient payment solution for patients who’d rather avoid speaking directly with an agent. Patients are off the phone in 33% less time.



BENEFITS

Enables patients to pay by phone 24/7 at their convenience, not just when CSRs are available.

- Allows CSRs to focus on high-level and complex issues. IVR takes simple payment transactions off their hands.
- Very easy to make changes to call flow/prompts; the software will continue to optimize the call flow and continually improve conversions.

Increase Efficiency

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

Reduce Administrative Effort

Payments can be automatically posted in your practice management system, reducing the burden on your staff.

Save Time & Money

Implementing a lower-cost, after-hours payment channel with faster transaction time can ultimately keep overhead expenses down.



WHY APEX?

Apex has partnered with an industry leader in the voice recognition space. Unlike a standalone IVR vendor or an in-house solution, this allows customers to utilize our 20+ years’ experience and expertise in the Healthcare revenue cycle while leveraging our partner’s state-of-the-art software. The result is a complete IVR solution that’s tailored to optimize the patient payment experience, leading to greater patient satisfaction and better results for providers.

About Apex Revenue Technologies

Founded in 1995, Apex Revenue Technologies is a national provider of technology-based solutions and services to healthcare companies wanting to improve revenue cycle management. Our cloud-based software promotes patient financial engagement, protects patient data, streamlines billing processes, increases revenue, and reduces the cost to collect.

**Start seeing results sooner than you can imagine.
Set up a discovery meeting today.**

To learn more, visit apexrevtech.com

