

# IVR – Automated Phone Payments



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

When it comes to billing, more choices mean a better patient experience. A better patient experience leads to increased revenue. Apex provides a self-service 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.

## **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.



### 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

### 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.

### 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.