

Patient Services



Premium Account Visibility & Billing Features for Your Support Team

We understand that patient satisfaction is vital to your business and that the patient billing experience is a key component to the overall patient experience. Apex provides patient support team(s) with unique billing tools and account visibility that allows them to better service your patients and improve A/R.

Support representatives can easily search for, and view, exact copies of patient statements to better answer billing-related questions. Additionally, users have visibility to billing history and can easily take a payment, setup recurring payments and enroll patients in electronic billing.

Features

Patient Payments

Staff members can complete real-time payment transactions with pre-filled payment screens.

Recurring & AutoPay Payments

For large balances, staff members can easily set up recurring payments for patients. Additionally, support staff can set up automated payments for future patient balances through the AutoPay feature.

Point-to-Point Encryption (P2PE)

Apex's payment solution provides the ability to use Apex's Point of Interaction device(s) to key in financial data instead of the keyboard, eliminating the workstation from your PCI compliance scope.

Enroll Patients in eStatements

Over the phone, support staff can enroll patients in electronic delivery for their statements.

Email Statement Copies

Staff can securely email exact copies of patient statements and/or detailed payment receipts via secure link and unique pin number.

Advanced Search for Archived Statements

Users can search for exact statement copies (PDFs) across all document files with a variety of search criteria options available to them. This saves time by eliminating the need to know what document file to search in.

Delivery Status

Staff has visibility to real-time USPS delivery tracking from the intelligent mail barcode applied to the printed statements.

Access to Patient mySecureBill® Accounts

Users can gain direct access to patient's online accounts to help answer any questions they may have.

Benefits

- Reduced call time with easy access to exact statement copies and detailed billing history
- Increased patient satisfaction due to better serviced calls and more payment options
- Decreased accounts receivable through improved patient payments
- Increased electronic adoption via online enrollment capability
- Reduced payment errors through auto populated payment screens