

Engage IQ Post-Care



Optimize Self-Pay Financial Communications and Payment Outcomes

Engage IQ Post-Care delivers personalized communications, through the right channel, delivering the right financial outcomes from day one. Backed by intelligence available in your patient portfolio, Engage IQ Post-Care provides the tools you need to:

- fulfill intelligent digital strategies
- pinpoint payment strategies, including optimized payment plans
- target yield projections
- prescribe staffing volumes

This personalization—unmatched in the industry—increases payments and keeps patients at the center of everything you do.

Beginning with the End in Mind

Using a 360-degree view of your patient portfolio and historical self-pay data from the start, RevSpring delivers a remarkable post-care solution. We engineer **precise engagement and financial outcomes that are consistent and coordinated** throughout the whole Post-Care patient journey.

An Omni-Channel Approach to Financial Communications

Delight patients with the right communications delivered in the right ways and at the right times. By taking an omni-channel approach, Engage IQ Post-Care eliminates waste and unnecessary costs related to communications channels that do not fit an individual patient. Pooling from text, email, phone and paper delivery methods, we find the right channel combinations. Patients are inspired to respond faster and to fulfill their financial obligations, increasing your anticipated yield and their satisfaction.

Digital First Delivers

Engage IQ Post-Care institutes a “digital first” approach for patients we know are most likely to engage digitally. By strategically sending text and/or email messages prior to any print communications, RevSpring clients see:

90% digital reach

Up to 30%
in reduced postage costs

Low opt-out rates of around
1% per touchpoint

Payments received on average
6.5 days faster



Payment Options For Every Type of Patient

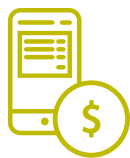
No matter whether a patient wants to pay their balances with self-service or would prefer to interact with your staff, Engage IQ Post-Care promotes personalized outcomes that fit each patient. Engage IQ Post-Care knows each patient’s ability to meet their financial responsibility. That knowledge leads to offering the right payment option—pay-in full, a prescribed payment plan, patient financing, or financial assistance—up-front to help eliminate write-offs, increase pay rates and increase patient satisfaction.

Fit Payments to Each Patient

More than 70% of patients agreed they would pay sooner if presented with the best payment option (pay in full, payment plan, patient financing, financial assistance).*

* RevSpring's 2023 Voice of the Patient Survey

Self-Serve Payments



Patient-Portal

Patients are demanding a more consumer-oriented, retail-like healthcare experience. They want to interact when it is convenient for them using the modes of communication they prefer. Engage IQ Post-Care offers patients an easy way to set up and manage self-serve payments, payment plans, financing options and financial assistance all based on each patient's individual needs. Patients are empowered to set up personalized notifications and preferences for electronic statements, stored card or banking information, auto-pay and digital communication preferences via email or text. All of this is designed to promote self-service payments, reduce the number of customer service inquiries and help patients to fulfill their financial obligations.



Text-to-pay

Americans check their phones on average 96 times per day, or once every ten minutes.* Take advantage of this with a campaign-based text-to-pay solution for patients who have a card on file and have given consent to receive texts from your organization. Patients simply reply "PAYNOW" and give final confirmations to texts stating a balance due to complete the payment.

* Zippia. "20 Vital Smartphone Usage Statistics [2023]: Facts, Data, and Trends On Mobile Use In The U.S." Zippia.com. Apr. 3, 2023, <https://www.zippia.com/ad>



Interactive Voice Response (IVR)

Accept payments around the clock, any day of the week using Engage IQ Post-Care inbound IVR. Offload up to 30% of your incoming call center payment transactions using easy-to-understand prompts that are programmed specifically for healthcare payments. These payments are then registered in your EHR system without any staff involvement, freeing them up for more urgent tasks.





Staff-Assisted Payments

Eliminate guesswork by helping your team guide patients through empathetic financial conversations. The combination of built-in dynamic scripting—and access to the same information patients see on their portal—gives your staff the tools they need to be successful. Team members gain secure access to the patients' account summary, recent activity, wallet information, preferences and payment schedules. This empowers staff to effectively support patients. Secure payments also can be taken over the phone using RevSpring's marquee Deviceless Payments™.

Engage IQ Post-Care's Deviceless Payments™ provides a safe and secure way for your team to accept patients' credit card and ACH payments. Deviceless Payments can initiate payments via phone, text or email, mitigating PCI compliance risk by bypassing direct interaction with the patient when processing card or banking information. This protects patient privacy while conveniently and expeditiously fulfilling their payment obligation. You also will reap the cost-saving benefits of not having to procure or manage costly devices.

We know that staffing levels are a challenge. With Engage IQ Post-Care, RevSpring can help prescribe the right call center staffing levels and strategies to re-allocate or augment your staff if needed.



Putting It All Together

Reliable patient intelligence, easy patient interactions, and tailored patient approaches make Engage IQ Post-Care your go-to solution for improving pay rates, fostering empathy and driving patient loyalty. Reach out today to get started.



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