Engage IQ™

RevSpring™

Put Patient Understanding at the Center of One Connected Experience

Healthcare leaders are under extreme pressure to do more with less: balancing patient loyalty and engagement while addressing the pressures of rising bad-debt, cost of collecting increasing patient responsibility revenues, and maintaining staffing levels. All of this requires healthcare providers to take a deeper look at both their patient engagement and supporting technology strategies and solutions. RevSpring Engage IQ™ coordinates both the patient's administrative and financial experience so providers can fully optimize patient satisfaction, data accuracy, staff efficiency and financial outcomes.

Enjoy Multiple Strategic Deliverables

Based on a pre-engagement analysis of your own patient data, RevSpring delivers:

Intelligent digital strategies

Optimized payment plan frameworks

Targeted campaign strategies

Targeted lift projections

Pinpointed payment strategies

Prescribed staffing volumes

How Do We Do It?

The secret lies in putting the patient at the center of everything we do. Patients are demanding a more consumer-oriented, retail-like healthcare experience. Engage IQ smartly connects pre- and post-care engagement and the required technology to deliver an unmatched level of personalization. Engage IQ inspires patients to participate in and pay for their healthcare.
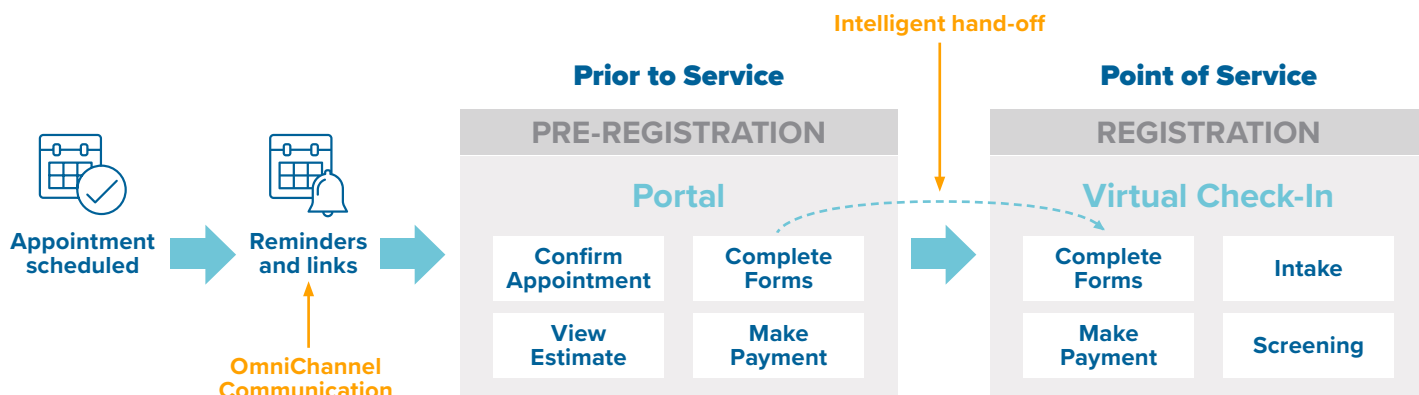
We start by taking a 360-degree look at your patient portfolio and historical self-pay data up-front. RevSpring then delivers a predictable ROI, allowing you to engineer engagement and financial outcomes that are consistent and coordinated throughout each patients' entire pre- and post-care journey.

Upon completion of the complimentary analysis, RevSpring will construct a custom solution for your healthcare organization. Engage IQ Pre-Care™ and Engage IQ Post-Care™ technologies will be assigned to bridge gaps, safeguard data integrity and empower patients to self-serve where it makes sense.

Engage IQ Pre-Care

As the saying goes, "First impressions are lasting impressions". Whether it is patient communications before care, the intake process, or access to pricing estimates, patient engagement should be easy and accessible. And automated patient engagement frees up your staff to work on more complex tasks.

Engage IQ Pre-Care transforms your organization to create a patient experience that flows seamlessly together from facilitating appointment scheduling and reminders to paying a balance upon check-in.

Intelligent hand-off

Prior to Service

Point of Service

PRE-REGISTRATION		REGISTRATION	
Portal		**Virtual Check-In**	
Confirm Appointment	Complete Forms	Complete Forms	Intake
View Estimate	Make Payment	Make Payment	Screening

Appointment scheduled

Reminders and links

OmniChannel Communication

Patient Communications

Patients are unique individuals who prefer communicating in different ways. Our patient communication solutions include built-in intelligence to understand at the patient level. Result? Providers are empowered to use the communication channel most effective at promoting a faster response. Not surprisingly, this also increases patient satisfaction. With Engage IQ Pre-Care, you can offer personalized automated appointment reminders for phone, text and emails. The reminders contain access to a pre-care patient portal where patients can move to the intake process to fill out online forms, gather consent, insurance and financial information, review estimates and make payments. This process frees up staff time for more complex scheduling or engagement needs.
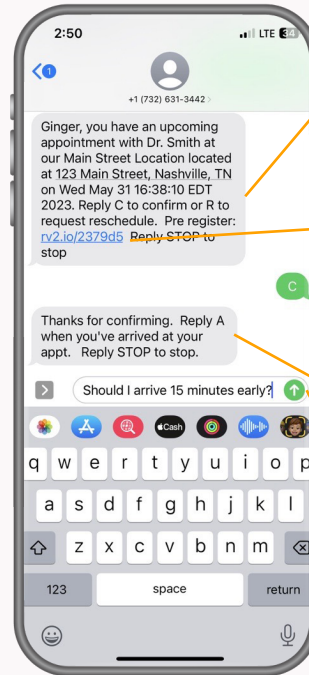
Personalized automated appointment reminders (phone, text, email)

Links to preservice patient portal including forms, estimate, and payments

Auto-response with additional instructions

Two-way messaging between patient and staff

2:50 · LTE

+1 (732) 631-3442

Ginger, you have an upcoming appointment with Dr. Smith at our Main Street Location located at 123 Main Street, Nashville, TN on Wed May 31 16:38:10 EDT 2023. Reply C to confirm or R to request reschedule. Pre register: rv2.io/2379d5 Reply STOP to stop

C

Thanks for confirming. Reply A when you've arrived at your appt. Reply STOP to stop.

Should I arrive 15 minutes early?

Patient Intake

An increasing number of patients (57%) prefer to complete forms digitally. * That's just one of the reasons to modernize your intake process with Engage IQ Pre-Care.

Engage IQ Pre-Care includes both a staff and patient-facing interface to automate and standardize all of your patient intake steps. Ranging from digital forms powered with Optical Character Recognition (OCR) technology—automatically scans and uploads key information from driver's licenses and insurance cards to populate form fields—to e-signatures, capturing consent and co-pay collection, Engage IQ Pre-Care reduces process bottlenecks and staff overload. It also increases office efficiency, accuracy and timely completion rates.

* RevSpring's 2023 Voice of the Patient Survey

Automate and Standardize Patient Intake Steps

1. Intake forms

2. Patient registration

3. Eligibility and patient data validation

4. Estimates

5. E-signatures

6. Consent capture

7. Co-pay collection

8. Driver's license and insurance card capture

9. Document uploading

10. Appointment reminders and patient messaging

11. Virtual waiting room

12. Check-in monitor

13. Patient satisfaction surveys

Patient Access

Providing pricing transparency is key to enhancing patient satisfaction and loyalty. Engage IQ Pre-Care includes a consumer pricing tool that gives patients a full understanding of their financial obligation before each care episode. Your staff also can easily verify eligibility, medical necessity and prior authorizations, giving you overall operational improvements and cost savings.
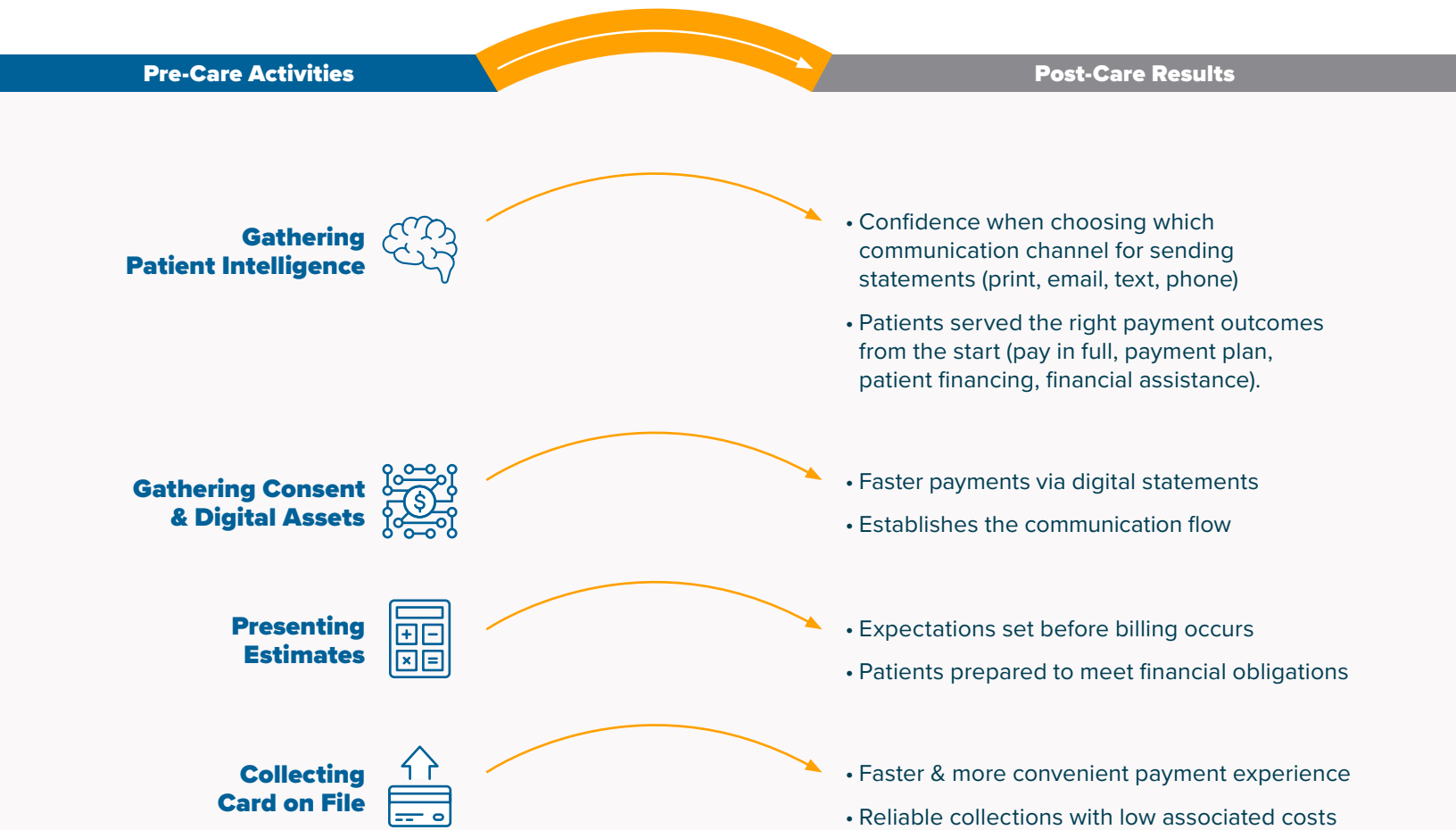
Patient Access helps your organization increase:

• Clear financial expectations with patients

• Front-end collections

• Patient registration times

• Patient satisfaction

And reduce:

• Days in accounts receivable

• Payer denials Engage IQ Post-Care

Connect Patients' Pre-Care & Post-Care Journeys

The activities and deliverables in Engage IQ Pre-Care create the linkages needed for a personalized and connected post-care patient financial journey.

Pre-Care Activities	Post-Care Results

Gathering Patient Intelligence

- Confidence when choosing which communication channel for sending statements (print, email, text, phone)
- Patients served the right payment outcomes from the start (pay in full, payment plan, patient financing, financial assistance).

Gathering Consent & Digital Assets

- Faster payments via digital statements
- Establishes the communication flow

Presenting Estimates

- Expectations set before billing occurs
- Patients prepared to meet financial obligations

Collecting Card on File

- Faster & more convenient payment experience
- Reliable collections with low associated costs

Engage IQ Post-Care

Engage IQ Post-Care continues the connected patient journey to streamline and optimize self-pay financial communications and payment outcomes. By understanding your patient portfolio from the start, Engage IQ Post-Care delivers personalized communications through the right channel, driving the right financial outcomes from day one.

Intelligent Digital Strategy

Engage IQ Post-Care institutes a "digital first" approach for patients most likely to engage digitally. We know print is still an important channel and should be used strategically where it makes sense. By strategically sending text and/or email messages prior to any print communications, RevSpring clients have experienced:

- 90% digital reach
- Payments received, on average, 6.5 days faster
- Low opt-out rates of around 1% per touchpoint
- Reduced postage costs up to 30%

Payments

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

Engage IQ Post-Care engineers the right payment outcomes from the start. Patients are empowered to easily meet their financial obligations using intuitive and convenient payment interfaces including: **a self-service payment portal, IVR, or text-to-pay, all of which display the right payment outcome for each individual patient.** Patients enjoy the ease. Providers see self-service rates increase, faster time to payment and overall increase in payment rates, all leading to happier and more loyal patients (and a healthier bottom line).

When patient financial conversations are more complex, Engage IQ provides your staff with the same insight into the right payment outcomes. Scripting is offered for a consistent message based on the desired financial outcome. RevSpring's marquee deviceless payments gives patients a private, highly secure way to input card or banking information over the phone. Additionally, RevSpring can prescribe your call center staffing levels through the in-depth patient and payments analysis that comes with Engage IQ. RevSpring can assist with staffing augmentation strategies when necessary.

* RevSpring's 2023 Voice of the Patient Survey
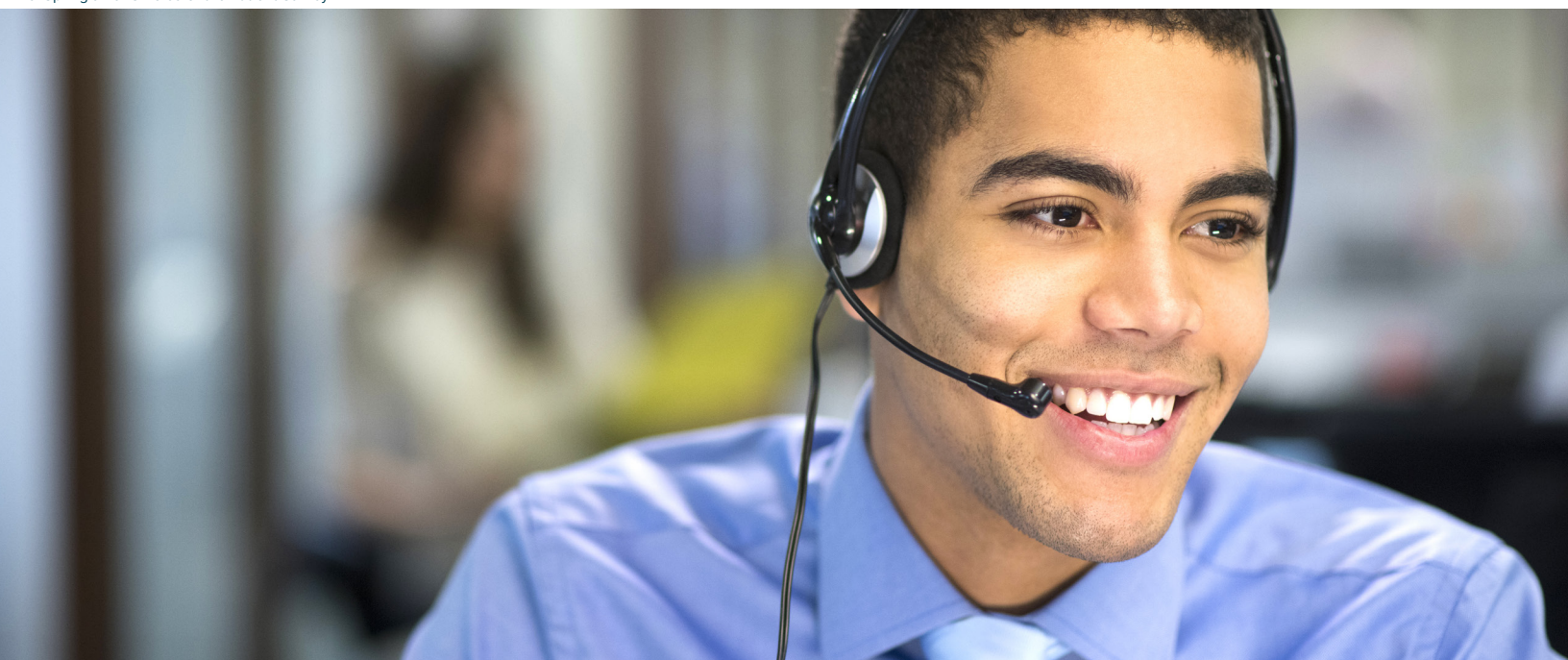
Getting Started Today

Start paving the way for a connected patient experience from pre-care to post-care today! Reach out to a RevSpring representative to get started on the complimentary pre-engagement analysis, which will drive the blueprint for your intelligent, wholistic and coordinated patient engagement and payment experience.

For inspiration
follow us on **LinkedIn**