

Patient Financial Advisor

product sheet



Consumer out-of-pocket healthcare costs are rising. Patient statements are confusing. Everyone wants price transparency that is personalized based on their benefits or eligible discounts. And, they want to know their payment options before their medical procedures. Patient Financial Advisor is the first solution in the market to deliver consumers with a pre-service, mobile-estimated patient responsibility and payment experience. It's designed to offer individuals a clearer understanding of costs and payment options before their medical procedures.

What is Patient Financial Advisor?

Patient Financial Advisor is a patient text-to-mobile experience, delivering patients text messages with a secure link to the details surrounding the estimated patient responsibility and payment for their service. It contains the estimated cost breakdown based on the provider's payer contracted rates, real-time patient benefit information and provider pricing. It additionally provides methods to make a secure payment.

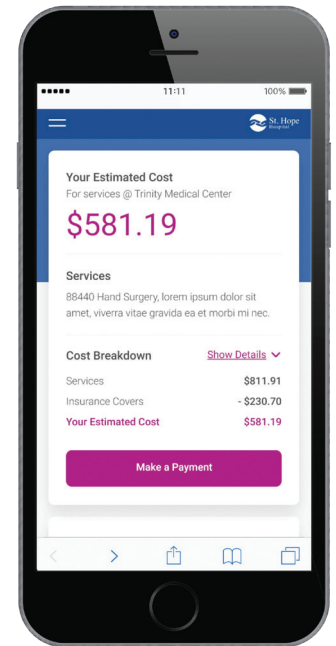
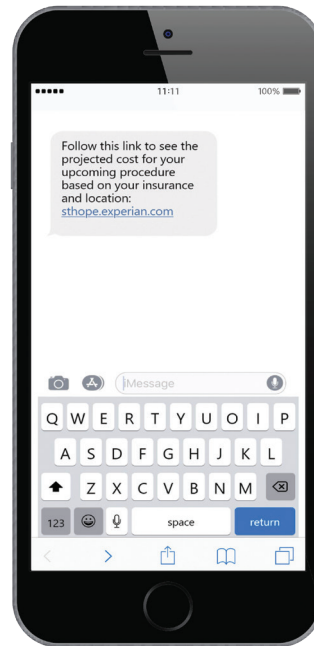
Benefits

Patient/Consumer

- Price transparency before medical service or procedure
- Delivered via a secure, mobile experience
- Provides the ability to make a payment
- Overall improved consumer experience, education and communication

Healthcare provider

- Improved patient satisfaction
- Increase pre-service and point-of-service collections
- Reduce calls made to patients regarding cost estimates
- Reduce total cost to collect



of healthcare consumers ranked worrying about paying their medical bills as very important to an extremely important pain point

Product features

- Text message sent to the patient based on a scheduled appointment
- Secure access with identity validation
- Touchless processing based on client-specified configurations to create the patient estimate for the healthcare provider's respective procedures
- Ability to take a payment
- 98% of healthcare consumers ranked worrying about paying their medical bills as very important to an extremely important pain point
- 30% of the individuals were pained by determining what financial support options (e.g., payment plans, government grants, hospital charity care programs) are available for their healthcare