



Increase patient financial engagement with MedEpay Solutions™

A healthcare payments and billing solution designed for healthcare providers and patients. The MedEpay platform enables healthcare providers to strengthen data security, streamline revenue cycle and treasury operations and enhance the patient financial experience.

Patient-centric online bill pay platform

Support self-service patient payments with custom-branded online bill pay solutions that allow patients to make one-time payments, set up recurring payment plans on outstanding balances, and more. MedEpay's online bill pay solutions are mobile friendly, allowing patients to pay at any time from any device, while enabling them to manage their financial communication preferences with their provider. Patient-facing solutions can also be integrated with existing clinical patient portals, such as Epic MyChart®.

Provider-facing collection solutions

The MedEpay platform enables provider-assisted payments across the revenue cycle, including pre-service, at the point-of-service, and for backoffice call centers. Users can streamline collection activities, including automated payment posting, while leveraging secure point-to-point encrypted (P2PE Validated) payment devices. Reporting and analytics provide deep insights into patient payment collection performance.

Innovate with advanced technology, features and tools



SEAMLESS ENTERPRISE INTEGRATIONS

The MedEpay payment platform seamlessly integrates with any EHR, Patient Accounting System or workflow tool, including Epic® and Oracle Health®. From data integrations to embedded workflow integrations, including support for singlesign-on and real-time posting, MedEpay can seamlessly integrate into existing systems and processes your team already has in place.



COST-SAVING ENGAGEMENT FEATURES

With live chat and interactive voice-response (IVR) payment systems, we help to alleviate inbound call center volume, allowing your revenue cycle team to do more with less, and your clinical care team to focus on what matters most – a quality patient experience.



ADVANCED PATIENT ENGAGEMENT

Our advanced patient engagement tools allow providers to engage patients through an on-demand channel with text alerts for new balances and payment reminders that engage patients on their most used device to drive increased collection rates.



COMPLEX MERCHANT PROCESSING MADE SIMPLE

Facilitate patient payment processing across multiple accounts, locations, or patient accounting systems with ease. MedEpay ensures that regardless of the complexity, payments are auto-posted correctly, split effectively, and deposited into the correct bank account, reducing the burden on your treasury and revenue cycle teams. Our unique consolidated settlement model also accelerates cash and simplifies balancing and reconciliation.



COMPREHENSIVE PRINT AND DIGITAL STATEMENTS

Designed to meet the patient where they are most likely to act, deliver print and/or digital statements that clearly and concisely communicate the balance due and available payment options. With configurable designs and options for guarantor level billing, these fully branded statements help to make the billing process more patient-friendly.