

Greenway Health Pay™ powered by InstaMed®

Increase Patient Satisfaction and Loyalty Across the Payment Journey



Greenway Health Pay™ powered by InstaMed® is dedicated to **increasing patient satisfaction and loyalty across the payment journey.**

Our digital patient billing and payment solutions **engage patients early and ensure a simple and secure experience** driving patient satisfaction and improving provider financial performance. Our solution increases digital patient engagement ensuring eStatement, online payments, and automated payment adoption.

KEY BENEFITS OF GREENWAY HEALTH PAY



Superior Statements

Our consumer-tested statements make it simple for patients to understand their balance, pay, enroll in eStatements, and create a digital wallet with the goal to increase patient collections while reducing costs of paper statements.



Leverage the Latest Technology

Document design and composition technology produces full-color, duplex-printed, and patient-friendly billing statements, including QR codes, Quick Pay codes and text-to-pay options making it easier for patients to pay online.



Operational Efficiency

Decrease print and mail costs with electronic statements to meet your patients' billing preferences, and decrease patient call volume with easy-to-understand statement layouts.



Enterprise Technology

Ability to process, handle, and reconcile statement files from Greenway's billing system without a limit on the number of records per file, eliminating the need to parse a file into multiple files for processing.



Consolidated Reporting

See all reporting conducted on one platform for ease of reconciliation for all statement activities.

Contact your **Client Success Advisor** or call **877-537-0063** to learn more.

DIGITAL TECHNOLOGY TO ENHANCE YOUR REVENUE CYCLE

Deliver fast online patient payments, reduce billing costs, and improve patient satisfaction:

- **Patient-tested statements** that clearly communicate the balance and payment options
- **QR Codes** to simplify patient portal access to make online payments
- **Insurance and adjustment** details
- **Past Due and Final Notice** color-coded versions easily display the account past due status
- **Options** to include information about Patient Financial Assistance
- **Ease of eStatement enrollment** and paper statement suppression
- **Patient-friendly communications** via email and text message about statement availability and payment status
- **Promote creation of secure digital wallets** to increase online payments and a streamlined payment experience
- **Provider-branded patient portal** for self-service online payments and eStatement access

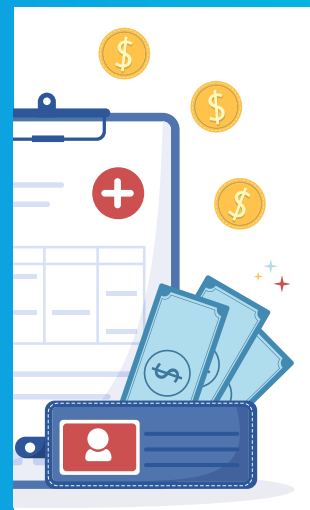
Personalize the patient financial experience

Create a user-friendly healthcare payment experience that guides patients along unique journeys that lead to the same end goal: getting you paid.

According to InstaMed case studies and analyses*, customers experienced:

- ✓ **4x increase** in online payment volumes
- ✓ **11% increase** in average monthly patient payment volume
- ✓ **33% reduction** in paper statement costs

* InstaMed Case Study, Fresno Surgical Hospital, 2019; Analysis: large Midwest health system. Analysis: large ophthalmology practice in the Pacific Northwest. InstaMed Case Study, Aspen Valley Hospital, 2013.



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