

Merchant Services

Behind Every Payment You Take



A lot more goes into taking payments than simply accepting certain credit or debit cards, or ensuring you have a payment portal or card reader in place. Behind the scenes there are security and compliance risks, complex pricing, multiple vendor relationships, and a need to reconcile everything on the back end in a timely manner.

Why not leave all of this up to the experts?

RevSpring leads the market in data-driven OmniChannel engagement solutions and payment solutions, from pre- to post-service. Because we're everywhere your patients pay, RevSpring Merchant Services minimizes complexity and closes the loop on patient payments. It is an all-inclusive solution to accept, process, and reconcile payments that can scale to large complex healthcare systems as well as physician practices. We ensure our clients mitigate risk, maintain compliance and enjoy cost savings when taking payments via credit/debit card, ACH and evolving alternative payment methods. Backed by PCI validated devices, transparent processing rates, reliability and automated reconciliation, RevSpring Merchant Services is your single source provider, removing complexity out of your payment processing environment.

Benefits

- **Save** on processing fees
- **Assure** payments are secure and compliant
- **Accelerate** funding timeframe
- **Reduce** your PCI compliance scope
- **Improve** efficiencies by cutting manual reconciliation time in half



Single Source Payment Solution

The payment ecosystem—with multiple networks, financial institutions, processors, third-party agents—is complex, time-consuming to manage and costly if you are not careful. RevSpring's Merchant Services eliminates the need for you to manage multiple processing relationships and transaction fees. As a multi-faceted payments organization, RevSpring

is able to leverage its relationships to offer competitive processing rates coupled with our cutting edge technology. We take the lead on managing processing contracts and providing seamless integrations into your RevSpring portal, Text to Pay and IVR solutions, as well as numerous EHR and Patient Accounting systems. This is all coupled with highly secure and reliable processing to mitigate any risk and potential compliance issues when taking your payments.

RevSpring Merchant Services seamlessly integrates with your RevSpring payment portal or IVR solution. The patient simply puts in their card/ACH information and the rest is up to us!

Key Features

- **Single point of support for merchant services and software needs**
- **Competitive processing fees**
- **No additional gateway fees**
- **Merchant reporting suite**
- **Fast funding**

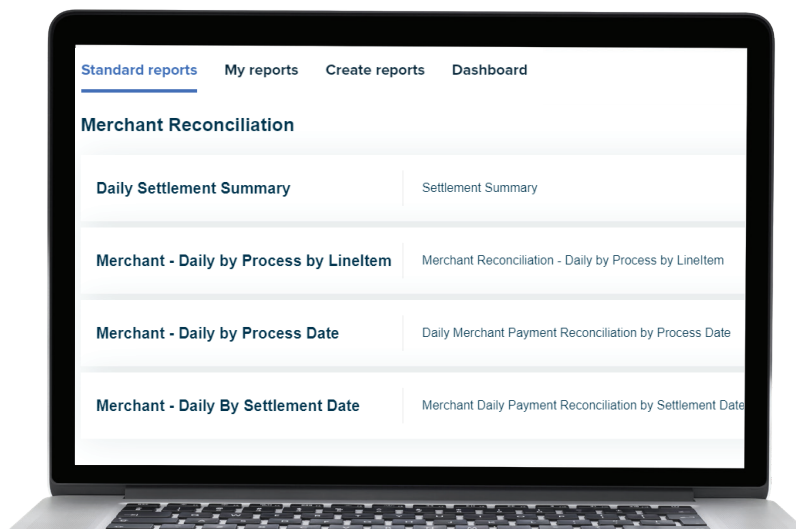
Automated Reconciliation

Being able to securely take payments is only half of the equation. You also need to reconcile all of your transactions in a timely and organized manner. Included in our Merchant Services offering, you have access to RevSpring's Settlement-Based Reconciliation tool. This tool outlines all funding events from a summary of each location down to the transactions that make up each batch. We standardize the reconciliation process, which in turn helps to eliminate human errors and reduce write-offs.

Our reconciliation reporting allows you to see the funding status of any payment that is taken through RevSpring's portals, Text to Pay and IVR solutions. Providing uniform cut-off times gives you easy insight into which payments are included in each of your bank deposits and identifies any canceled payments, ACH returns, or chargebacks. In addition to the standard reconciliation reporting, you have the flexibility to easily create and save additional reports based on any of the payment data collected. This gives you a repeatable process to accelerate any specific daily, weekly or month-end reconciliation reporting. Overall, RevSpring has you covered when reconciling payments. It increases employee productivity and accuracy, cuts manual reconciliation time in half, and ultimately reduces monthly write-offs.

Key Features

- **Displays the funding status and identifies the corresponding bank deposit for any payment done through a RevSpring portal or IVR system**
- **Flexible reporting to better understand current and past transactions statuses**
- **Identifies canceled payments, ACH returns, invalid accounts, or chargebacks**



Secure Payment Devices

RevSpring takes payment security very seriously. We partner with leading payment point of sale companies like MagTek and Ingenico to give you the most current, secure, and reliable equipment. We offer point-to-point encrypted, PCI validated devices to better protect your patient's payment data and help mitigate card data breach risks. These devices are integrated with our hosted applications and designed to help reduce your PCI DSS obligation by keeping sensitive payment card data out of your environment, freeing up your compliance experts for more strategic initiatives.

With devices ranging from traditional pin pad devices designed specifically for customer service representatives, our Merchant Services team will help you assess the right combination of devices to fit your payment fulfillment strategy. From a robust EMV chip reading device with encrypted keypad, to check scanning, we have devices that can be used at any time during the patient's payment journey.



Key Features

- **EMV, swipe, digital wallet acceptance**
- **Contactless payments including Apple Pay® and Google Pay™**
- **Data encryption and tokenization**
- **PCI Validated Point-To-Point Encryption (P2PE) solutions**

Closing the Loop:

Just like your patients rely on you for exceptional care, you can rely on us for exceptional payment solutions. With our competitive merchant processor rates, point-to-point encrypted devices, fast funding, and easy access to reconciliation data, RevSpring has every angle covered to provide you a cost effective, fast, reliable and secure way to fulfill your patient's payments.

