



eCareView Healthcare Billing Portal from Internet Payment Exchange (IPayX) simplifies self-pay collections and provides a convenient and secure communication method that enhances customer service. The result – contained billing and customer service costs and increased customer satisfaction.

With *eCareView Healthcare Billing Portal*, healthcare providers and patients benefit!

Electronic payments received up to 19 days earlier

The affordable internet solution for improved patient billing and communications in healthcare.

Benefits:

- Accelerate cash flow
- Reduce invoicing costs
- Contain customer service costs
- Improve customer satisfaction

With eCareView Healthcare Billing Portal

Patients Can:

- Make payments at their convenience anywhere they have access to the internet
- Access real-time, personal billing information
- Interact and communicate with customer service through a secure channel at any time, not just when the business office is open
- View their entire financial relationship as patient and guarantor

Healthcare Providers Can:

- Accelerate cash flow
- Reduce the overall cost of billing and customer service
- Help ensure the collection of self-pay billing and reduce bad debt expense
- Quickly address patient billing questions
- Significantly reduce the time required to set up automatic payment plans on existing or new accounts
- Enjoy immediate, increased customer satisfaction

Utilizing *eCareView Healthcare Billing Portal*, healthcare providers both big and small have achieved significant, measurable results, including patients paying as much as 19 days earlier than those using regular mail.



eCareView Healthcare Billing Portal

Features:

Secure Enrollment - allows patients to view all records and relationships with their providers while protecting patient health information (PHI)

Payment Capabilities - enables storage of credit card and checking account information and allows payment for multiple accounts in one operation

Interactive Communication - simplifies updating of personal and health insurance information, allows patients to ask billing questions and automatically logs and timestamps all requests for information

Continuously Available Information - includes all statements, EOBs, letters, status reports and other documents you wish to maintain online for instant availability

Extensive Reporting - generates daily and monthly detailed financial and operational reports

Full Receipting - receipts accompany both print and email delivery payments for customer service agents and patients



All eCareView Healthcare Billing Portal payments are automatically processed and records are posted automatically

How eCareView Healthcare Billing Portal works:

Because eCareView Healthcare Billing Portal is a Software as a Service (SaaS) solution, our healthcare provider clients avoid lengthy and complex implementation processes. Working with your team, IPayX staff configures an internet site branded specifically to your system or facility with all the outstanding features of our product and without the ensuing high costs associated with installed software.

The process begins with a comprehensive business analysis to ensure your needs and business operations, rules and policies are met. Once all requirements are defined, your eCareView Healthcare Billing Portal site is configured. To get started, simply send a daily billing and payment file to Internet Payment Exchange. A dedicated IPayX project manager is assigned to direct the implementation and answer questions as you move through the setup phase. Once your site is in production, you will have access to continuing support through our online Customer Service Support System (CS3) and (800) support line.

eCareView Healthcare Billing Portal increases efficiency, decreases paperwork, reduces customer service costs and facilitates timely communication and payments.



eCareView Healthcare Billing Portal is uniquely intuitive and guides users through transactions with an easy, step-by-step process

To find out more about what eCareView Healthcare Billing Portal can do for you, please call 419-255-4274 or visit www.ipayx.com.

