brightree®
by **ResMed**

AR problems don't need AR services; they need AR solutions.

When it comes to patients paying, there is a difference between collections and getting paid. That's why we're not a billing and collections service; we're experts in GET PAID. We start by designing and launching a very strategic AR plan—sending invoices your patients can actually understand, having our Virtual Agent make perfectly placed follow-up calls, and providing a super-fast way for patients to pay online, in person or over the phone. We automate everything, and our AR Dashboard gives you an easy way to see what your AR is doing—getting paid.

AR Dashboard: Information and automation at your fingertips.

Our AR Dashboard interfaces with all major billing systems to provide everything you need to manage, monitor and marvel at your shrinking patient AR, all in one convenient spot. It automatically generates patient billing correspondence based on your needs, which means you spend less time reviewing past-due accounts and more time getting paid. Easier AR is better AR.

Collect360: Constant optimization, more getting paid.

Some companies provide customer service. We provide Collect360. What's the difference? Collect360 is us helping you match your strategic AR plan with your goals, no matter how often they change. It's us evaluating, customizing and optimizing strategies.

Patient Collections' Enhanced Services

AutoPAY	**Patient Portal**	**Virtual Agent**	**Live Agent**	**Mobile Pay**	**Lockbox**

Brightree Patient Collections   www.brightree.com   1-833-916-1554

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Revolutionizing the patient pay industry wasn't rocket science.

We just identified all of the primary reasons why patients don't pay and then we solved them. Every one of them.

AutoPAY
Automatic payments, on time, every time.

AutoPAY is the next step in the evolution of patient payments. Rather than waiting for invoices to be paid, AutoPAY alerts patients by sending an invoice with the balance and due date before the invoice is due, giving the patient a chance to review the balance before AutoPAY automatically charges their preferred method of payment. With such a simple way for patients to pay, billing your patients might become a thing of the past. That means cost savings for you and easy payment security for patients who are used to mailing in a check. AutoPAY is the key to maximum coverage.

Virtual Agent
The future of intelligent collection.

When patients receive phone calls, the likelihood that they will pay goes up, but staffing a call center is both inefficient and expensive. Meet the solution. Our Virtual Agent can hold a conversation with your patients, understand their natural speech and intelligently learn new terms. It's like that seasoned CSR who always knows what to say and when to say it. Our Virtual Agent reminds your patients when they have an outstanding invoice and can even set up a payment plan or accept a credit card payment on the spot.

Lockbox
Accelerate your receivables processing.

Cut hours—or days—out of your collections process by automating your AR posting. Brightree's Lockbox service delivers comprehensive patient remittance processing that can substantially streamline your accounts receivable and overall posting processes.

Patient Portal
Easy patient access and management.

More than the ability to pay with a credit card, Patient Portal provides your patients with everything they expect to be able to do to pay online. They can create a profile, save their preferred payment option, view their invoice and payment history, and easily pay their bill with a one-time payment or by setting up AutoPAY.

Live Agent
Collect payments and improve patient experience.

When your patients require a more personal touch, it can be difficult to find time for your staff to make calls to resolve payment issues before accounts are turned over to third-party collections. With Live Agent, our knowledgeable team serves as an extension of your internal staff. They engage your patients to remind them of balances owed and take necessary steps to either collect payment or procure your assets back when payment is not an option.

Mobile Pay
Deliver and collect.

Get paid faster with the ability to accept patient payments in the field, at the point of delivery or at the time of service. Patients get what they need, when they need it, and you get paid. Mobile Pay helps you painlessly expedite the revenue collection process and add to your bottom line.

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