

# Live Agent

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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 Brightree's Live Agent, our knowledgeable agents serve 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. By using propensity scores, our live agents work smarter to identify and contact the right patients to avoid sending them to collections, protecting your patient relationships and saving you money.

Our trained agents can:

- **Collect one-time payments and secondary insurance information, plus enroll in payment plans**
- **Provide pre-qualification of financial hardship assessments**
- **Enroll patients in AutoPAY and eDelivery ensuring timely payments going forward**

Live Agent is not your traditional calling service because we offer:

- **Integration between the Brightree solution and the AR Dashboard**
  - Maximize overall payment activity by reviewing full account balances, not just past due balance
  - Efficiently send billing related tasks to designated staff to keep AR moving
  - Process payments in the AR Dashboard that auto apply into the Brightree solution
- **Project-based and full-service calling programs**
- **Detailed progress reporting (calls made, revenue collected, and more)**

Wish you had more time to focus on getting paid? We've got you covered. Let our live agents collect the cash you are owed and allow your staff to focus on higher payoff activities.