



Simple, seamless, secure healthcare payments

Deliver a better patient financial experience

Payment Navigator makes payment transactions quick and convenient for patients and staff. Effectively engage patients about financial responsibility and collect more overall payments through a single web-based platform.

- Accelerate cash flow and reduce expenses
- Decrease bad debt
- Improve patient satisfaction
- Reduce fraud and data breach risk



LET'S TALK:

AUTOMATE PROCESSES & STREAMLINE WORKFLOW

Payment Navigator simplifies the entire payment and billing process.

- Integrates with enterprise healthcare software systems
- Improves process flow with single sign-on from your patient accounting system
- Intuitively designed for ease of use by staff and patients
- Extend payments to Apple™ mobile devices with our mobile app

INCREASE COLLECTIONS

Payment Navigator expands opportunities to collect payment improving convenience and ease for patients.

- Determine insurance eligibility and estimate patient responsibility
- Securely process payments from any web-enabled computer
- Offer flexible payment options including payment plans, card on file and Auto Payment Collect™
- Provide a convenient, secure patient portal for online billing and payment
- Patient portal supports Spanish and French, delivering an enhanced payment experience to consumers
- Consolidate statements related to an encounter or a family household with One Bill
- Allow patients to pay you through their health plan's website with Healthcare Bill Payments
- Accept payment by phone, and send reminders and confirmations by phone or text with an automated response system
- Bill patients with paper and e-statements
- Track and manage collection performance with dynamic reporting

IMPROVE CASH FLOW & REDUCE EXPENSES

Payment Navigator is designed to expedite funding, streamline reconciliation and lower costs.

- Accelerate cash flow with next day funding for all card payments and check conversion
- Simplify balancing and reconciliation with flexible settlement and consolidated reporting by outlet, facility or health system
- Post payments to your patient accounting system through a real-time or batch interface

SECURE & COMPLIANT

Payment Navigator adheres to the highest standards of security and compliance for both healthcare and payment transactions. Around the clock support virtually eliminates down time and ensures a positive patient experience. Payment Navigator complies with all PCI-DSS and CISP standards, HIPAA regulations, and EHNAC directives. Our solution also features point-to-point encryption.

ONE COMPANY, ONE SOLUTION, ONE TEAM

Payment Navigator is supported by a fully dedicated healthcare team consisting of solution engineers, implementation managers, client executives and 24/7 customer service. Our client executives possess deep industry knowledge and work closely with their clients to optimize their payment processes.

To learn more, please visit www.elavon.com/healthcare or contact your sales representative.