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Payment Navigator Delivers the Cure for a Pennsylvania Health Network

Payment Navigator helped the health system protect patients' confidential information with secure transactions and encrypted card data as well as eliminating the need for human keying of card data.

In recent years, healthcare providers have seen a shift in their revenues – a greater portion is now coming from patient payments such as co-pays, deductibles, co-insurance, and non-insurance covered expenses. Considering that the chance of collecting payments from patients drops by almost 20% as soon as they leave their provider's office, it is a top priority for many providers to find easier ways for patients to make these payments.[1]

That's what a Pennsylvania health network with more than 200 facilities and physician practices had in mind when they contacted Elavon's Healthcare Team. The provider wanted a solution to make it easier and more convenient for patients to pay, and the solution needed to integrate with the network's newly adopted Epic System.

In addition, the health system wanted a solution that would:

- Consolidate a variety of payment systems onto a single platform
- Integrate payment acceptance into the built-in patient portal of the EHR system
- Enable real-time payment posting into the EHR system for payments made via point-of-service device (POS), online, kiosks, and tablets
- Increase electronic payment acceptance options for patients to decrease payments to lockbox

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The integration of Payment Navigator with the EHR system resulted in collection of more than one million dollars in online payments and hundreds of kiosk payments in just the first five months. In addition, patients have a better overall experience with more choices and the convenience of paying online or at the kiosk.

**ELAVON PAYMENT NAVIGATOR –
JUST WHAT THE HEALTH SYSTEM ORDERED**

Elavon's Payment Navigator fit the bill. It fully integrated with Epic and enabled patients to pay through a variety of channels including the online patient portal, tablets in physician offices and at kiosks located in community health centers.

In just five months after implementing Payment Navigator, the health system saw a 50% increase in online payment submissions through the patient portal, which allows patients to pay using a card or eCheck – and even arrange for payment plans. In addition, the increase in online payments meant a sizeable decrease in drop-off and mailed payments, resulting in less time spent manually posting checks or cash payments.

The online portal is just one of the payment options available to patients. Kiosks, set up in high traffic facilities such as imaging and diagnostic centers, allow patients to make their co-pay or pay balances prior to their appointments. The kiosks eliminate the need to wait in line at a busy front desk and frees up staff to spend more time with first-time patients or those with detailed needs and questions. And, as with the online option, the payments are secure and encrypted, protecting confidential patient information.

The health system also piloted a tablet solution designed to speed up check-in for patients by digitizing the intake process. Information is entered on a tablet and captured in the EHR system, which provides a prompt for any balance or co-pay due at the time of service. The patient can then easily and confidently make a payment using the card reader attached to the tablet.

Thanks to Payment Navigator, the regional health system and its patients are feeling better. The multi-channel payment solution allowed them to collect more payments, protect its revenue, and further its mission to heal, comfort and care.