



Revenue Performance Advisor – Payment and Billing

# Helps providers get paid faster and reduce costs of collections

Providers must increase their focus on improving front-end collections and efficiencies across every patient interaction. This is crucial due to the constantly evolving reimbursement models and the rise of high-deductible health plans, which shift more payment liability onto the patient.

Optum Revenue Performance Advisor streamlines the health care collections process by offering an intuitive, cloud-based solution. It consolidates each step into one platform, enabling you to collect more patient payments and minimize bad-debt write-offs.

**Optum**

# Smart, simple, consumer-friendly patient billing and payments

## Payments, simplified

Revenue Performance Advisor helps drive patient collections before, during and after the patient visit – across all methods, including in the office, online, telephone and mail. We simplify the payment process to help you collect patient responsibility and improve revenue performance with features including:

- **Point-of-service collections**

We enable you to accept virtually all payment types during the patient visit, over the phone or by mail – all of which can improve the likelihood of getting paid.

- **Patient-friendly billing statements**

We offer clear, concise patient statements to create effective patient communications. Easy-to-read statements educate patients on their financial responsibilities and increase the chances of higher payment and fewer customer service calls.

- **Patient pay online**

Directly linking from a provider's existing website, the self-service patient application provides comprehensive and secure online billing and payment management. Patients gain direct access to their account information to:

- Set up electronic delivery
- View and pay their accounts online
- Set up payment schedules and auto-payments
- Receive provider-based prompt pay discounts

- **Patient pay voice**

This integrated, cloud-based and secure solution gives you the ability to take consumer credit, debit and checking account payment over the phone.

- **Merchant services**

This feature combines our multi-channel payment applications with processing for credit cards, debit cards and both physical and electronic checks. You'll benefit from streamlined merchant onboarding, simplified pricing and consolidated billing to support patient-preferred channels and payment methods.

- **Consumer lockbox**

This feature automates the process of sorting, opening, posting, depositing and managing patient payments received through the mail. We scan all documents to ensure all patient information is captured. Consumer Lockbox also offers greater bank and deposit flexibility and leverages historical statement data to reduce the number of exceptions.

Accept virtually all payment types to make it easy for your patients to pay when, where and how it's most convenient for them.



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