

Make It Easy and Convenient for Patients to Pay You

Our Integration With Epic® Benefits Both Patients and Providers

Facilitate Faster Collections

As consumers' financial responsibility for their healthcare continues to grow¹, your ability to entice prompt payments is crucial to reducing the risk of bad debt. SmartPay™ Payment Integration provides a seamless, user-friendly experience to help you collect more, faster.

Our integration with MyChart® helps facilitate patient payments both pre- and post-service. In addition, our connectivity with Hyperspace® creates a “one-stop shop” experience by enabling your staff to stay within Epic to process point-of-service payments.

SmartPay™ Payment Integration is just one of several Epic-integrated solutions we offer; we can also facilitate the printing and delivery of Epic patient statements.

Convenient for Patients

With SmartPay™ Payment Integration, patients can make payments online from within the MyChart® clinical patient portal. Multiple payment options are offered to accommodate patient needs and preferences, including using debit, credit, HSA, and FSA cards, as well as setting up payment plans.

You can also add payment channels to help increase patient engagement, satisfaction, and collections, including:

- **Phone Pay** – enables patients to pay 24/7 via interactive voice response (IVR) using a multi-lingual, menu-driven system
- **Consumer Lockbox** – automates depositing, posting, and managing of mailed payments

Efficient for Providers

You gain multiple efficiencies by choosing SmartPay™ Payment Integration:

- Accept payments pre-service and at the point of care without leaving the Hyperspace® interface. Staff securely transmit card payments on EMV- and P2PE-compliant devices, which helps significantly reduce your PCI scope
- Eliminate management of multiple payment vendors. Our Merchant Services helps decrease your collection costs and delivers one consolidated monthly bill for payments software and processing

[Learn more](#) about offering your patients a broader range of payment options, and look for Change Healthcare's SmartPay™ Payment Integration on [Epic's App Orchard](#)™.

¹Trends in Employer Health Care Coverage, 2008-2018: Higher Costs for Workers and Their Families, The Commonwealth Fund, November 2019

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