



Health-PayPro Patient Financing

Improving Provider's Cash Flow by Extending Credit to Patients in Real Time at the Point of Registration

Benefits

- ▶ Maximizes Revenue Opportunities
- ▶ Diminishes Delinquencies and Charge-Offs
- ▶ Improves Cash Flow
- ▶ Streamlines Billing and Collections
- ▶ Improves Patient Experience and Satisfaction
- ▶ Minimizes Treatment Delays
- ▶ Offers Flexible Credit Models

Enhances Flow of Funds, Determines Payment Options

With patients paying more of their healthcare costs out-of-pocket, healthcare organizations seek solutions to help them:

- Assess a patient's ability to pay
- Improve patient satisfaction
- Maximize revenue opportunities
- Improve cash flow
- Decrease bad debt
- Minimize administrative expenses

Regions Bank provides patient financing at the point of registration through ARGO **Health-PayPro** software. With **Health-PayPro**, providers improve the flow of funds by determining payment options for patients and extending real-time credit for out-of-pocket costs.

Organizations optimize revenue cycles by securing a greater percentage of the patient portion of services up front.

Improves Revenue, Patient Experience

The Regions and ARGO program helps match a patient's ability to pay with an affordable credit plan. At the same time, **Health-PayPro** helps providers maximize revenue, diminish bad debt, and reduce billing and collections issues.

Streamlines Billing, Collections

To streamline billing and collections, **Health-PayPro** provides healthcare organizations with:

- Integration to the healthcare organization's electronic records
- Integration to Regions for patient loan fulfillment
- Patient-specific recommendations for payment terms
- Actionable intelligence at the time of registration on a patient's ability to pay for services

Health-PayPro integrates with the patient financial record via an HL7 framework. This integration extracts patient demographic information from the registration process whether in an emergency department, a patient financial services desktop, or a bedside laptop. In addition to the data in this record, the software considers other data elements including prior payment history, loss records, credit reporting agencies, and third-party public information repositories.

Tracks Activity and Results

Health-PayPro provides configurable reports embedded within the software for loan application activity and fulfillment statuses.

Providers may designate reports to display results daily, weekly, monthly, and quarterly by provider group, provider, or user to monitor and improve the patient financing program.

Guides Provider through Lending Process

Health-PayPro evaluates the loan application, comparing the patient's income, the cost of planned services, and third-party data, such as credit reports. Based on this evaluation, Regions determines if the patient qualifies for a loan.

If the patient portion is greater than \$1,000, and the patient (or responsible party) chooses to set up payment arrangements, then the provider obtains the patient's consent to apply for a loan through Regions.

Using this process:

- The **Health-PayPro** desktop user interface guides the provider through each level of the lending process from application to loan closing.
- Provider personnel enter the loan application into **Health-PayPro** through the registration desktop or a provider laptop.
- After the provider completes and submits the application within **Health-PayPro**, Regions automatically receives and underwrites the loan application in real time.
- The software utilizes e-Signature capabilities for loan disclosures and loan agreements. Patients may e-Sign at the provider's location or remotely using a personal device.
- After the patient completes the loan documents, Regions funds the loan via an automated clearing house, transferring the loan proceeds to the provider.

Bridges Gap, Minimizes Treatment Delays

Health-PayPro's innovative approach bridges the cash flow gap for providers and patients alike. Providers may capture millions of dollars in lost revenue, and qualified patients get the healthcare they need when they need it.

Offers Flexible Credit Models

Regions offers flexible credit models—non-recourse and full-recourse—to meet the provider's specific credit-risk appetite. Advantages of full-recourse loans include lower interest rates, control of payment streams, and Regions' risk advisory services.

Provides Technology, Integrations

Third-Party Origination Web Application

- Integrates with registration systems as well as revenue cycle management systems for invocation and prefill of patient and financial data
 - Supports HL7, application programming interface, and script-driven integrations

ARGO Loan Origination System

- Integrates with the major credit reporting agencies including Experian, Equifax®, and TransUnion
- Provides the ability to draw on public records and multiple proprietary data sources through Lexis Nexis® RiskView™ Solutions

ARGO Decision and Rules Engine

- Houses, manages, and maintains business rules for credit underwriting and pre-credit analysis
- Provides graphical editors for ongoing maintenance of business rules

e-Signature

- Manages the signing ceremonies for fulfillment of disclosures, acknowledgements, and credit requests
- Provides device-independent capabilities, enabling fulfillment through patient-owned devices or medical provider devices

ARGO Early Detection Monitoring Service

- Monitors, tracks, reports, and alerts on over 250 key performance indicators of system health
- Provides 24 x 7 monitoring by trained ARGO personnel

