

# How OSS Health Transformed Their Patient Payment Efforts While Reducing The Cost Per Transaction

## OBJECTIVE

OSS Health was looking for an application that would simplify their disjointed billing system, taking two billing platforms and making it appear as one. They wanted to remedy the growing confusion for patients and also reduce their cost per transaction for their health system.

## OUR SOLUTION

By interacting real-time with the existing registration systems, HealthPay24 leveraged automation to facilitate payment workflows as soon as the patient information was entered. By integrating with multiple billing systems, OSS Health now perform post-service payment workflows in a consolidated view, to eliminate the confusion for patients.

## RESULTS

**111%**

Online Payments Above Baseline

**70%**

Adopting Online Payment Methods

**10,120**

Average Online Payments Per Month



## DELIVERING MORE ALL IN ONE PLATFORM

- ✓ Providers can take control of their revenue cycle with innovative technology that integrates into their existing workflows
- ✓ Completely configurable, providers can set up rule and role-based permissions based on their organization's needs
- ✓ Patients can seamlessly make online payments, set up payment plans, enroll in electronic notifications, and more



“ Now patients can go online, they can view all of their clinical practice bills alongside all of their hospital bills. If they have accounts in collection, they can view those as well. And so, it's really a one-stop-shop for them.

- Keith Beck: Director of Revenue Cycle at OSS Health

“ HealthPay really had all of it. They had statements, they had an online payment portal, the ability to do e-statements. They really had that whole package that we were looking for.

- Angela Leffew: Patient Financial Services Manager at OSS Health

Join the growing number of providers switching to HealthPay24.

Get in touch with one of our consultants today to learn more about how we can help transform your revenue cycle.

[success@healthpay24.com](mailto:success@healthpay24.com)