

HEALTHCARE IRX SOLUTIONS®

PATIENT PAYMENTS



TREASURY SERVICES

More than half of patient self-payments go uncollected if they are not received at the time that care is provided*.

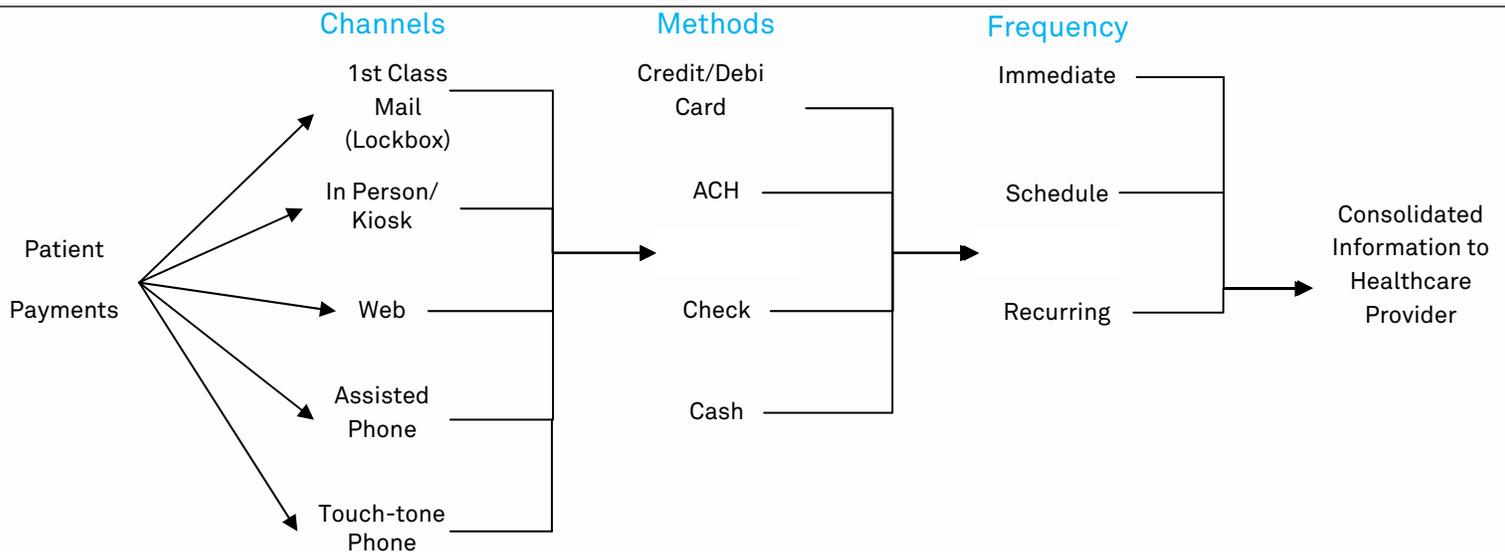
As patients pay a larger percentage of their medical expenses, many healthcare organizations find themselves ill equipped to make necessary revisions to their collections processes. It is clear that you need to accept diverse payment types, accommodate expanded collection points, and collect an increasing number of low-dollar payments at the point of service. But, if you are like many providers, you may not know exactly how to attain these goals. And, gaps in your own internal controls and customer service practices only exacerbate the problem.

Consulting with a financial specialist can help. BNY Mellon Treasury Services' Healthcare iRx Solutions experts recognize your challenges and can offer you a suite of receivable solutions designed specifically to address all the challenges associated with many of your patient payment processes. Our multifaceted solution will help you:

- Offer patients the option to pay in person, or via mail, phone or the Web.
- Accept credit and debit cards, checks, cash, or debit a checking or savings account.
- Accelerate cash flow and funds availability.
- Reduce costs associated with posting payments manually.
- Minimize payment delinquencies by offering flexible payment alternatives.
- Enhance monitoring and tracking tools to provide better auditing and controls.

OUR PATIENT PAYMENT SOLUTIONS

BNY Mellon Treasury Services can provide the following revenue cycle solutions to help collect and address all of your patient payment needs. Take advantage of everything from helping with statement design to electronic payment alternatives.



POINT-OF-SERVICE (POS) CASHIERING SYSTEM

Through our alliance with CORE Business Technologies, the Front Medical Office cashiering system provides a flexible, enterprise-wide system that will seamlessly integrate all points of your upfront collection process, as well as interface with your internal systems for billing, reporting and tracking.



BNY MELLON

The cashiering system easily captures, centrally records, accounts for, enables deposit reconciliation and provides audit records of remote consumer healthcare point-of-service (POS) transactions. The system can handle cash, check and credit or debit card payments.

The cashiering system enhances your ability to conduct research and document transactions by providing you with comprehensive receipting, and enabling you to image checks, insurance cards, identification and other documents during the POS transaction. In addition, you can also process miscellaneous departmental payments (e.g., pharmacy, gift shop and cafeteria purchases) that flow through the main cashier's office. CORE has been a leading provider of point-of-service solutions for over 20 years.

INTELLIGENT PAYMENT PROCESSING

BNY Mellon Treasury Services' electronic and online bill payment solution, offers you a fully integrated, electronic payment acceptance solution where you can accept patient payments via the Internet, automated phone systems, call centers, kiosks and recurring debit programs in an end-to-end, electronic solution, meeting all business, customer and regulatory requirements.

Using our proven processes and business-to-consumer receivables expertise, we can help you design and implement a cost-effective patient receivables solution within a few weeks. You will be able to simultaneously accept and manage payment transactions from your call centers, in-house collectors, Web site, automated phone system, walk-in payment centers and, if applicable, remote third-party collection centers and agencies.

RETAIL LOCKBOX

BNY Mellon Treasury Services' Retail Lockbox service can help you accelerate and streamline collection of patient payments. If you currently collect and process patient remittance documents and checks in-house or even if you already work with a consumer receivables provider, our wholly-owned nationwide network can offer you a solution that provides you with a four-site operating network that collects the payments on an advanced processing platform. Through our ongoing investments in this area, we also offer value-added services like check and document imaging, Accounts Receivable Check (ARC) Conversion, which converts paper checks to ACH debits at our lockbox sites, and online Web exception processing to accelerate processing of payments that, for one reason or another, must be removed from the regular processing flow. Our receivables experts can also assist you with your patient statement design to improve your collection process.

REMOTE CHECK CAPTURE

Accelerate access to your funds while eliminating the trips you make to the local bank for the check payments you receive from your patients at the time of service. Our remote check capture service allows you to deposit these checks right from your office to our bank using a desktop scanner and software program. Not only will you gain access to those collected funds sooner, but you also mitigate the risk of those checks getting lost, stolen or accidentally thrown away before they are deposited. And, we can convert those checks into images, which will decrease your float and give you better funds availability.

CONSOLIDATED ACCOUNTS RECEIVABLE FILE

Consolidate the patient payments you receive from Lockbox, Web, phone, or point-of-service into a single file for electronic posting — and gain the ability to automatically update your accounts receivable and/or patient accounting system without manual intervention.

CONTACT US

BNY Mellon Treasury Services' Healthcare iRx Solutions experts are dedicated to providing you with the latest and most useful solutions to your unique and changing needs. A consultation costs nothing. And, once we better understand your needs, we can work with you to find the best solution for your health care organization. Contact BNY Mellon Treasury Services at 1 800 424 3004 (Option 2) or visit our Web site at www.bnymellon.com/treasury.

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McKinsey & Company, "Overhauling the US Healthcare payment system," June 2007

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