

Calling Services

Finding time for your staff to make calls to resolve payment issues before accounts are turned over to third-party collections can be difficult. That's why we offer three calling options to handle it for you.

In fact, at Brightree Patient Collections, we provide inbound and outbound automated calling as well as live calling, and you can select any or all of these options. We focus on collecting the cash you're owed so your staff can focus on higher payoff activities.



Live Agent

Our knowledgeable live agents serve as an extension of your internal staff by collecting payments and improving the patient experience. They engage your patients to remind them of balances owed and take necessary steps to either collect payment or procure your assets back when payment is not an option.

By using propensity scores, these live agents work smarter to identify and contact the right patients to avoid sending them to collections, protecting your patient relationships and saving you money.

You can scale the service from project-based to full-service calling programs, and our detailed progress reporting provides you with up-to-date status, including calls made and revenue collected. And integration between the Brightree solution and the AR Dashboard efficiently keeps AR moving.

Our trained agents:

- **Collect one-time payments and secondary insurance information**
- **Enroll in payment plans to help ensure timely payments**
- **Provide pre-qualification of financial hardship assessments**
- **Maximize overall payment activity by reviewing full account balances, not just past due**

Automated Calling Services

Brightree's Automated Calling Services can streamline payment collections and remind patients about outstanding balances without adding to your staff's workload.

Automated Calling Services—Inbound

This 24/7 line lets patients pay their bill or set up a payment plan, all without needing to contact your staff.

- **The inbound phone number is printed on your patient invoices**
- **Payments automatically post into your Brightree solution**
- **Patients pay at their convenience, any day, any time**

Automated Calling Services—Outbound

Remind your patients of payment due dates using this automated solution that lets you coordinate the timing of calls with your billing workflow.

- **The system reminds patients of outstanding balances and allows them to make payments**
- **If the call is not answered, the system automatically leaves a voice mail**
- **Payments automatically post into your Brightree solution**

Automate payment collections to reduce your staff's administrative burden of your staff

Brightree's calling services can streamline the payment collection process, allowing your staff to focus on your patients, instead of chasing balances.

- **Schedule calls to remind patients of upcoming payments or overdue balances, reducing the need for manual follow-ups from your staff**
- **Send consistent messages to help reduce errors or miscommunication, improve patient trust and maintain a professional image**
- **Scale services to handle more patients as your business grows, without requiring additional staff**
- **Automate routine payment reminders to give your staff more time to focus on issues that need personal attention, such as complex billing issues**
- **Help reduce collection time and improve cash flow by making timely and regular payments easier for patients**
- **Use reporting features that let you track the effectiveness of reminder campaigns so you can refine timing and messages to improve collection efforts**

Whether you're looking for live agents to handle your patient calls, or an automated solution that allows the patient to be self-sufficient, Brightree has you covered. Contact us today to hear more about these services and many more.

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