

# Accelerate Patient Revenue for Orthopedics



## Automate and Outsource Patient Payments

As patient payments become a growing share of Orthopedic revenue, it's critical to maintain consistent and customer friendly approach to collecting open balances. HiLite Pay is an end-to-end patient payment solution designed to easily integrate into your

existing systems and workflows. Hilite Pay provides statements, easy online & mobile payments, and financing options to reduce the friction in your healthcare billing. You also gain insight into your collections performance. Hilite Pay improved the patient financial experience and your practice's financial health.

## Patient Outreach

### Current Balance 0-30 days

#### Text & Email Statement



Our "always on" payment applications are available 24/7 and integrate seamlessly with your existing systems to automate repetitive tasks and eliminate costly mistakes including:

- Automated electronic & paper statements
- Payments integrates into existing systems
- Patient payment portal
- Patient Financing Options
- 24/7 Customer Support

#### Online & Onsite Payment



#### Patient Payment Portal



#### 24/7 Customer Support



### Past Due 30 - 120 days

#### Past-Due Notice



Past due notices are automatically sent by text and email to patients. Patient can pay by clicking a link on thier statement.

HiLite Pay offers financing options that help relieve the burden of healthcare debt without the high cost of health care credit cards.

HiLite customer support is always available to answer billing questions and explains the patient's responsibility . Reducing the burden on your staff.

#### Patient Financing



#### 24/7 Customer Support



### Debt Collection over - 120 days

#### Pre-Collection Notice



Before an outstanding balance reaches 120 days a pre-collection notice is sent to patients. HiLite customer support continues to work with patients to help resolve outstanding balances, and can take payments over the phone or direct them to our patient financing solution.

Our philosophy is to avoid collections and offer an empathetic approach to financial responsibility, sending to collections only as a last resort.

#### Patient Financing



#### 24/7 Customer Support

