



# Voicemed LLC

## Virtual Collection Program



### Patient Solutions

Healthcare providers are increasingly faced with challenges that include reductions in overhead budgets, increased transaction costs, and growing self pay balances.

One of the most powerful ways to address these challenges is to communicate with patients as efficiently and cost-effectively as possible. We enable you to effectively manage the most important and overlooked customer contact channel in healthcare: the telephone.

We provide innovative **automated notification services** that help you to interact with your patients in a manner that they prefer, creating a powerful, low cost communication program.

Our systems are perfect for **collection notices, appointment reminders, test results**, and other types of communications requiring timely notifications.

### What is Interactive Speech Technology?

Interactive Speech Technology (IST) automates phone interactions with people.

Speech solutions use customized voice scripts and menus to present information and options to callers, using touch-tone telephone keypad or voice prompts to gather responses. These multi-channel services can be delivered over any communication device, including - phone, mobile phone, PDA, fax, email, and text. Our IST platform replaces traditional expensive manual calls.

Notification programs provide an efficient system for making patients feel valued and informed. Because our service is delivered on a hosted, "on demand" basis, it will not drain your IT resources or operating budget. No capital investment is required.

We can transform any data element in your system's database into a spoken message, improving patient self-service rates, with demonstrable ROI.

### Features -

- > Hosted, on-demand service
- > 30,000 available ports
- > Multi-lingual
- > 24/7 access
- > HIPAA compliant

### Services Available -

- Unattended messaging
- Touch tone IVR
- Interactive speech

### Typical Results -

- \*20% increase in dollars collected
- \* 30% increase in total number of paid accounts
- \* 70% lower cost

*The Leader in Patient Communications!*

For additional information,  
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## What can Voicemed do for you?

We can contact the patient on your behalf and help them to -

- > Pay an account
- > Identify insurance sources
- > Provide missing information
- > Secure a promise to pay
- > Request a detail statement
- > Confirm an appointment
- > Receive a test result
- > Complete a survey
- > Many other uses

## Types of calls -

- > Balance due notifications
- > Pre-bad debt notices
- > Broken promises
- > Charity determinations
- > Medicaid eligibility services
- > Returned mail calls
- > Special discount campaigns
- > Backlog clean up projects
- > Small balance insurance
- > Appointment reminders
- > Insurance verifications
- > Satisfaction surveys
- > Test results



## How it Works

Voicemed is pleased to introduce our Virtual Collections Program. Using state-of-the-art interactive speech technology, we send personalized voice alerts to patients who have unpaid balances. Our multi-lingual scripts are professional and polite, and offer helpful options for the patient to take action. We use natural voice, with no annoying pauses, or clipped, hard to understand messages.

After verifying the right party is on the phone, an automated message will be delivered detailing the patient's account status and offer various methods of resolution. Following the main message, the patient will be able to -

- 1) make a payment using a check
- 2) make a payment using a credit or debit card
- 3) pay in full or make a partial payment
- 4) set a promise to pay
- 5) leave a message
- 6) speak to a patient representative
- 7) any other option determined by you

There is no resource more valuable - and costly - in delivering exceptional customer service than your staff, so it is essential that they are focused on high-value work, instead of making routine outbound calls. When contacted by our service, most patients will be able to handle the account within our interactive environment. However, when a patient decides to speak with a staff member, it is at a time when they are ready to address their obligation. By delivering this "warm" contact directly to you, the staff is able to maximize overall productivity.

We can extend dialing campaigns into the evening and weekends, effectively expanding customer service hours at no additional cost to you.

We also provide you with a 24/7 "self-service" option that your patients can call anytime to check balances or pay on their account in a private, secure environment.

Our consistent, patient friendly approach reduces call and letter volumes by pre-empting inbound calls regarding claims status, statement issues, and questions about statement changes - in most cases by as much as 60%.

We deliver exceptional account diligence, working every account assigned, while giving you complete control over the process. Overall communication with the patient is increased, including the number of messages left, contact percentages, and right party contacts. Detailed reports are also available that reflect the call activity, call length and key account performance metrics for better decision making.