



myEasyView[®]

Patient Billing Support Tools

Premium Account Visibility & Billing Features for Your Support Team

We understand that patient satisfaction is vital to your business and that the patient billing experience is a key component to the overall patient experience. myEasyView[®] provides patient support team(s) with unique billing tools and account visibility that allows them to better service your patients and improve A/R.

Support representatives can easily search for, and view, exact copies of patient statements to better answer billing related questions. Additionally, users have visibility to billing history and can easily take a payment, setup recurring payments and enroll patients in electronic billing.



Features

Patient Payments

Staff members can complete real-time payment transactions with pre-filled payment screens.

Recurring Payments

Staff members can easily setup recurring payments for patients over the phone.

Point-to-Point Encryption (P2PE)

Apex's payment solution in myEasyView® provides the ability to use Apex's Point of Interaction device to key in financial data instead of the keyboard, eliminating the workstation from your PCI compliance scope.

Email Statement Copies

Staff can securely email exact copies of patient statements and/or detailed payment receipts via secure link and unique pin #.

Search Archived Statements

Staff can search for exact statement copies (PDFs) across all document files with a variety of search criteria options available to them.

Delivery Status

Staff has visibility to real-time USPS delivery tracking from the intelligent mail barcode applied to the printed statements.

The screenshot displays the Premier Health myEasyView CSR interface. At the top, there is a navigation bar with links for FILE MANAGEMENT, REPORTS, CUSTOMER SUPPORT, UPLOAD, ADMIN, WHAT'S NEW, and HELP. The user is identified as 'Welcome Haley Casey (Last login: 6/17/2015)' with a 'Logout' link.

The main interface is divided into several sections:

- Search Documents:** A search bar with filters for 'All Groups' (Premier Health Cl), dates (4/24/15 to 7/23/15), and 'Account # Includes'.
- Search Results:** A table listing search results with columns for Date, Amount, Account Number, Addressee, and Pgs. The first result is highlighted: 05/06/15, \$858.50, 444276643, Lionel Correa, 2 pages.
- Account Information:** Details for Lionel Correa, Account Number: 444276643, Alt. Account Number: 444276643, Type: Premier Health Clinic Statements. Mailing details show Today's Date: 07/23/2015, Statement Date: 05/06/2015, Due Date: 06/05/2015.
- Statement Preview:** A detailed view of a statement for Lionel Correa, dated 05/06/2015. It includes a 'CLINIC STATEMENT' header, contact information, and a table of charges and payments.

Date	Service Description	Charges	Payments/Adjustments	Patient Balance
04/20/2015	TIMMY Provider: James Apex, MD Loc: North Branch	507.00		
04/20/2015	FULLY VACCINATION			
04/20/2015	INSURANCE PAYMENT		-18.00	\$0.00
04/20/2015	INSURANCE ADJUSTMENT		-33.00	
04/20/2015	TOMMY Provider: John Smith, MD Loc: Eastview	1176.00		
04/20/2015	OFFICE VISIT VISIT EST PFL/LEVEL 3			
04/20/2015	PATIENTGUARANTOR PAYMENT		-34.00	\$142.00
04/20/2015	TONY Provider: Alex Apex, MD Loc: Southman	1416.00		
04/20/2015	OFFICE VISIT			
04/20/2015	PATIENTGUARANTOR PAYMENT		-115.00	\$206.00
- Summary:** A 'MESSAGES' section and a prominent 'AMOUNT DUE: \$858.50' box.

BENEFITS

- Reduced call time with easy access to exact statement copies and detailed billing history
- Increased patient satisfaction due to better serviced calls and more payment options
- Decreased accounts receivable through improved patient payments
- Increased electronic adoption via online enrollment capability
- Reduced payment errors through auto populated payment screens