



# myEasyView<sup>®</sup>

## 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<sup>®</sup> 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 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 content area is divided into several sections:

- Search Documents:** Includes filters for 'All Groups' (Premier Health Cl), dates (4/24/15 to 7/23/15), and an 'Account # Includes' field. A 'Search' button is present.
- Search Results:** A table showing 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:** Displays details for Lionel Correa, Account Number: 444276643, Alt. Account Number: 444276643, Type: Premier Health Clinic Statements. It also shows mailing details: 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. 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	PATIENT GUARANTOR 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	PATIENT GUARANTOR 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