



RISK MANAGEMENT



CUSTOMER TESTIMONIALS

With ePAY the workload of receipts and logging payments is eliminated, and our security is better since there are no receipts lying around, or us having to fax payment information. ePAY eliminates our prior security issues.

Surgical Center at Premier

ePAY eliminates security risks and costs. Manually processed payments are not PCI compliant. Fines are levied at \$500K per incident observed in audit. Forrester reports costs range from \$90 to \$305 per record in the database breached.

How Risky is Your Office? Protect Your Patients and Your Pocketbook

Understand your payment risks – the peril of ignoring key payment risk areas

A recent article in Healthcare Finance News reported that, “The average cost of a data breach is about \$200 per patient.” This means that if your information is compromised in a 1,000 patient office, your cost can easily top \$200,000. Not to mention the costs associated with lost business and lost productivity. Moreover, data breaches involving more than 500 patient records require HHS/media notification.

In addition to the physical security of laptops and patient records, there are also numerous every-day risks that offices expose themselves to without recognizing how vulnerable they are allowing themselves to be.

Exposed Information

It is a common practice to jot down a credit card number or stick a Post-It on a calendar as a reminder.

The impetus for one office to become an ePAY customer came after one of the staff members observed a patient jotting down her credit card number on a piece of paper for the staff to use when processing the next month’s installment payment.

Patient Confidence

When administrative issues cause a loss of patient confidence, it can result at the very least in patient irritation and sometimes the loss of patients. From small problems such as payment posting failures and “payment due” confusion to larger issues such as unencrypted swipers, to the worst case scenario of payment data breaches, the potential risks are many.

The good news is that with ePAY Healthcare you and your office are safer. And even better – you save money in the process.



Check to see what types of risks your office may be exposed to on the payments front

There are easy steps you can take to make to your office safer, but the first step is to identify where your key risk areas are. Take this simple test to identify your potential risks. If you identify more than three areas of risk, you are considered high-risk and will want to take steps to lower your risk exposure.

Risk Areas

Risk exposure areas common to healthcare providers

Self Check

Check All That Apply

- | | |
|---|--------------------------|
| Practice of writing down payment data (e.g., card numbers) | <input type="checkbox"/> |
| Manual system for triggering payment reminders (with patient information) | <input type="checkbox"/> |
| Paper payment information processed in the office | <input type="checkbox"/> |
| Payment information stored on laptops | <input type="checkbox"/> |
| Use of swipe devices that are not encrypted | <input type="checkbox"/> |
| Lack of check verification tools | <input type="checkbox"/> |
| No standard set up process for payment plans | <input type="checkbox"/> |
| No standard process for stopping payment plan payments | <input type="checkbox"/> |
| Reliance on paper billing statements only | <input type="checkbox"/> |
| No monthly scanning of network for security strength | <input type="checkbox"/> |
| Payment information resides in physical files | <input type="checkbox"/> |
| Staff fax or email payment information to billing company | <input type="checkbox"/> |
| Manual system for checking multiple payments on same card | <input type="checkbox"/> |
| Routine checking for software virus or malware | <input type="checkbox"/> |
| Payment information resides on Practice Management System | <input type="checkbox"/> |

Please feel free to reach out to ePAY Healthcare at 888-640-7815 or info@epayhealthcare.com to set up an account and lower your risk exposure.