



ePAY Product Enhancements V20.7

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Refunds Directly Through Your ePAY System

ePAY now offers the capability to refund directly from your ePAY system!

- Please send an email to support@epayhealthcare.com, listing the users at your facility who will be authorized to process refunds and we will set you up.
- We will soon be hosting a webinar to demonstrate how easy it is to process refunds yourself. Invitation to follow!



Change Client:
Home
Help
Sign Out

Active Patients
ePLAN
Point of Service
Eligibility
Reports

Cashiering Healthcare Facility - DEMODB2010

Cashier
Dept. Deposit
No Sale
Void
Refund
Batch Options
Checkout
Reprint
Email

◀
◀
▶
▶

Trans. No: 2113 Operator: WEB

Batch No: 1532 Station: WEB

Date: 3/5/2014 Business: 3/5/2014

Time: 9:29 PM Effective: 3/5/2014

Status: Closed

Module: Web

Account Number: 22338 - JULIE SALMON

Item Code	Description	Balance Due	Min. Due	Amount
MEDICAL	Medical Bill Payment			50.00
	DELETE EDIT ENDORSE			
	Bill Number: 22356-0001-007			
	Description: 22356-0001-007 on 06/17/2011			
	Discount: 0.00			
TOTAL				50.00

PAYMENTS TENDERED

Pay Code	Description	Amount
SMARTPAY	SmartPay CC	50.00
	DELETE EDIT ENDORSE	
	REPRINT SLIP	
	Account No: XXXXXXXXXXXX2792 Show Details	
	Auth Code: 105952 Reference: 10637	
TOTAL		50.00
Change Due		0.00



Discount Offers for Your Patients

Provide a discount to your patients as incentive for early payments. Contact us at support@epayhealthcare.com to set up your discount!

JULIE SALMON

Welcome to Nebraska Orthopaedic Hospital Payment Solution- TEST Database!

Current Balance Due: \$1,206.00

- Pay the full balance of **\$1,085.40**
- Enter the amount you wish to pay in the table below
- Enroll in a payment plan

Please enter the payment amount(s) below and click make payment.

Bill Number	Service Date	Balance Due	Enter Amount	Discount Detail
22338-0001-007	02/17/2014	250.20	<input type="text" value="0.00"/>	10% Discount applicable (Valid until 05/18/2014)
22338-0002-001	02/21/2014	610.20	<input type="text" value="0.00"/>	10% Discount applicable (Valid until 05/22/2014)
22338-0002-002	03/01/2014	67.50	<input type="text" value="0.00"/>	10% Discount applicable (Valid until 05/30/2014)
22338-0002-005	03/14/2014	157.50	<input type="text" value="0.00"/>	10% Discount applicable (Valid until 06/12/2014)

Total: \$1,085.40 \$0.00

Important Notice: Following payment, your account balance may take 24-48 hours to update.

Make Payment

Cancel

Comments Entered on Payment Can Once Again Be Printed On Your Receipt

When your staff process a payment for a patient there is a field titled, 'Additional Comments,' in which special notes or information can be entered relative to the details of the payment (please see the illustration below). The notes your staff enters into this field can serve as a reference to remind patients what the payment was for, or to remind staff about the payment or special posting instructions.

The text entered during the payment process into the field, 'Additional Comments,' can be displayed on patient receipts. However, as a HIPAA security measure, ePAY highly recommends that you do not choose to display the information typed into the comments field on your patients' receipts. There is no way to regulate the details your staff enters into this field, and it could potentially result in a violation of HIPAA regulations.



Comments Entered on Payment Can Once Again Be Printed On Your Receipt (continued)

While we would like to assist you with your security protocols, we also want to provide you with options. If you feel your staff is well trained on HIPAA requirements and you do not have any concerns with potential HIPAA violations as a result of entering sensitive patient information into the 'Additional Comment' box which displays on patient receipts, then please simply email support@epayhealthcare.com with the following message:

“When we process payments for patients and enter information into the field titled, ‘Additional Comments’ we would like this information displayed on our patients’ receipts. Our facility assumes training and responsibility for ensuring HIPAA compliance.”

* Fields marked with an asterisk(*) are required.

Patient Last Name *	<input type="text" value="Smith"/>	Account No. *	<input type="text" value="12345"/>
Patient First Name *	<input type="text" value="John"/>	Date of Birth *	<input type="text" value="03/01/1965"/>

Bill Reference	Additional Comments	Payment Amount
<input type="text"/>	<input type="text" value="Co Pay for DOS 4.18.14 #135-23445"/>	<input type="text" value="50.00"/>

TOTAL: \$50.00

Method of Payment

Select a Method of Payment

Pay by Credit Card
 Pay by Check

Credit Card Information

Payment Method Will No Longer Save Automatically

The credit card or bank account information entered when processing an Office Payment or Patient Payment is no longer saved automatically. “**Do Not Save** This Payment Method” is selected by default.


- Due to customer requests to remove saved payment information, the credit card or banking information will now be saved only after explicit approval from the user.
- In order to save the payment information and have access to it for future payments, please UNCHECK the box displayed at the end of the payment process

Method of Payment

Select a Method of Payment

Pay by Credit Card
 Pay by Check

Credit Card Information

Card Number * 

Expiration Date *

Card Holder Name *

Country *

Zip Code *

Receipt Email

The Payment Method will be saved as Do not save this Payment Method

Sample Patient Statement Assists Patients in Locating Account Number

You can make it easier for patients to process a payment and eliminate any payment delays by clearly displaying the location of their account numbers. Kindly send ePAY a sample patient statement and a sample will be uploaded to your website. Your patients can click on the “Help” link, easily locate the account number, and proceed with making payments. This will help reduce the phone calls to your office and minimize the potential delay in patients making payments.

- The “Help” link will not appear unless you provide a sample statement for us to display on your site.
- **Simply email ePAY a sample patient statement to support@epayhealthcare.com.**

The screenshot displays the ePAY Healthcare website interface. On the left, there is a section titled "Automatic Payments Enrollment" with a calendar icon and text: "There is a \$X convenience fee charged for setting up a plan. Enroll into a monthly payment schedule and never miss a payment!". Below this is the "Make a One-Time Payment" section, which includes a form with fields for Patient First Name, Patient Last Name, Date of Birth, Account No., and Enter Amount. A red box highlights a "Help" link next to the "Account No." field with the text "Where can I find the Account No.?".

On the right, a browser window titled "ePAY Healthcare - Google Chrome" shows a sample patient statement. The statement includes the following information:

- ***Please return this portion with payment***
- Patient Name : TESTPATIENT, TWO J
- Account Number : 401.0003-001
- Date of service : 03/26/2008 12:04
- Account Balance : \$1,336.64

The statement also provides instructions on how to pay and lists payment options: Visa and Mastercard. The "Help" link in the form is intended to guide patients to the account number location on the statement.

COMING SOON

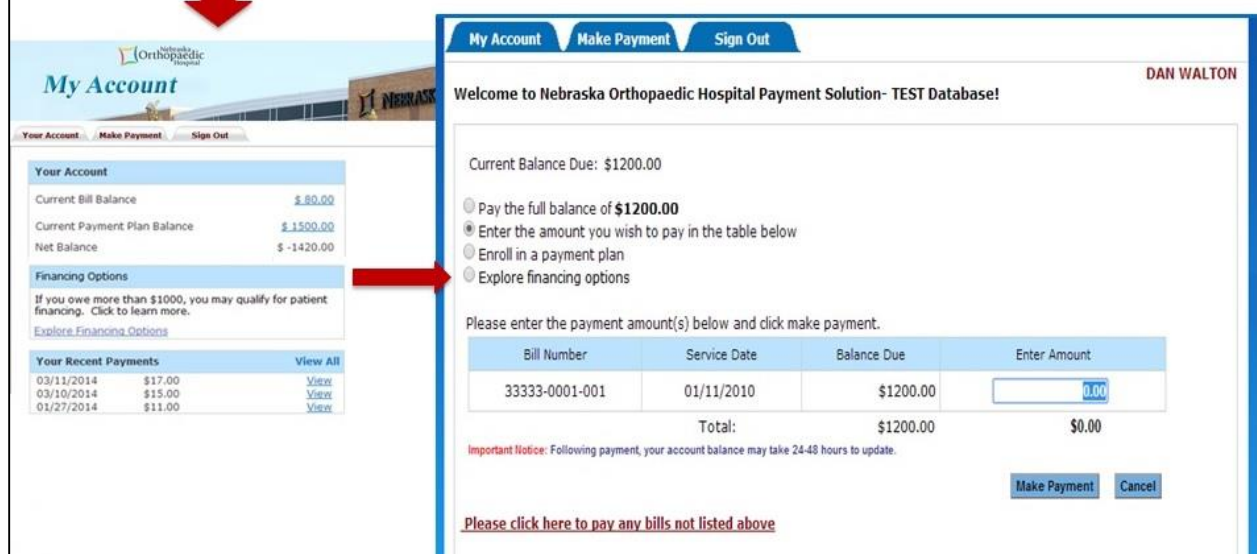
Lending Options Available to Your Patients

Your patients now have the option to receive financial assistance to help pay their balances. This is a helpful service to offer your patients who may want to explore options to pay their balances upfront and in full. This enhancement will not only help you achieve early payments but also reduce your A/R days.

- A link to explore lending offers can be added to your site.
- Please contact support@epayhealthcare.com if you would like more information.

ePAY Lending improves probability of payment...

Your current ePAY Patient Portal



The screenshot displays the 'My Account' page for a patient named DAN WALTON. The page shows a current balance due of \$1200.00 and offers three payment options: 'Pay the full balance of \$1200.00', 'Enter the amount you wish to pay in the table below' (which is selected), and 'Enroll in a payment plan'. A table below lists a single bill with a balance due of \$1200.00. The 'Enter Amount' field is currently set to \$0.00. There are 'Make Payment' and 'Cancel' buttons at the bottom right.