

# Increase Revenue with Digital-First Patient Account Resolution

Health systems face ongoing financial pressures from rising costs, labor shortages, and growing bad debt. R1 Entripay helps improve financial performance by combining digital-first patient financial engagement technology with compassionate, personalized service for consistent, timely account resolution. Only Entripay combines the technology and services it takes to simplify your vendor footprint, reduce operating costs, increase net-new cash, and drive higher patient satisfaction.

## Aligned incentives drive exceptional outcomes

An uncertain economic climate and increasing out-of-pocket responsibility make facilitating patient payments more important than ever. Many organizations rely on their [patient] portal plus an in-house team or an early-out provider to resolve accounts. But that approach is expensive, labor-intensive, and leads to disjointed experiences and sub-par revenue capture.

UP TO  
**40% INCREASE**  
IN NET-NEW CASH

## Bringing technology and people together for a better patient experience

Entripay provides an intuitive, digital-first experience along with highly personalized assistance to improve patient satisfaction. We provide the expertise, technology, and services to help clients simplify their vendor footprint, reduce operating costs, and increase net-new cash, while transforming the billing experience into a driver of patient satisfaction and loyalty.



**45+**

average NPS (Net Promoter Score)

**12M**

inbound and outbound calls annually

**85%**

first-call resolution rate on inbound calls

## Integrated technology and services designed for leading health systems

Our digital-first, data-driven approach delivers higher revenue, engagement, and satisfaction.



### Digital self-service platform

Convenient tools for patients to manage everything on their own



### Inbound customer service

Highly trained agents resolve 85% of situations on the first call



### Outbound account servicing

Segmented call campaigns maximize payments and ROI



### Propensity-to-pay algorithms

Proprietary algorithms for personalized payment plans



### One-stop patient payments

A consolidated view of inpatient and outpatient statements for patients and families



### Seamless EHR integration

Interoperability complements EHR portal and other patient-facing tools



### Rapid patient onboarding

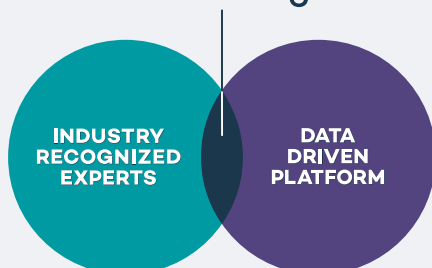
Proven consumer outreach playbook to achieve broad patient adoption



### Technology-powered workflows

Hard-wired best practices reduce repetitive work and increase productivity

## Revenue Intelligence™



Cloudmed, an R1 company, helps healthcare systems maximize outcomes in a complex financial world. With industry-leading expertise and data-driven technology, we deliver actionable insights across the revenue cycle, helping providers boost productivity and increase revenue. We are proud to partner with over 3,100 healthcare providers in the United States to recover over \$2.5 billion of underpaid or unidentified revenue annually.

For an assessment performed by our government reimbursement experts, email [connect@cloudmed.com](mailto:connect@cloudmed.com)

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