

Phreesia

Phreesia Patient Payment Solutions

Why Phreesia Payments?

Phreesia offers comprehensive, end-to-end payment capabilities across the continuum of care. With integrated patient payment tools and industry-leading security measures to protect sensitive data—all from a single platform—Phreesia provides a streamlined, robust payment experience that meets the needs of our clients and their patients.

- ✓ Robust payment capabilities throughout the patient journey.
- ✓ Highest levels of security and compliance to protect sensitive payment data.
- ✓ Streamlined patient payments through a single platform.
- ✓ Detailed analytics that provide actionable insights for care teams.

At Phreesia, privacy and security are our top priorities.



To find out more about how Phreesia is helping healthcare providers create an integrated and secure patient payment experience, visit: phreesia.com/products/revenue-cycle/.

The Phreesia Payment Experience



Before the Visit

Eligibility and Benefits Verification – Automatically verify patients’ insurance and calculate copays before they arrive or at the time of service. Outstanding balances and copays are imported directly from the PM system to drive upfront collections.

Mobile Payments – Patients can pre-pay copays, visit charges or outstanding balances prior to arrival during the check-in process prior to arriving at the office.

Card on File – Add a patient’s credit card on file to make current and future payments more convenient.



During the Visit

Point-of-Sale Payments – Easily and securely collect in-office payments on the PhreesiaPad, at an Arrivals station, through an encrypted credit-card device or on patients’ smartphones through Phreesia Mobile.

Automated Payment Posting – Post patient payments directly to the PM system in real time.

“With Phreesia, our patients can automatically view their balances and copays, make direct payments and set up payment plans. The entire process gives patients more autonomy in the payment process and relieves staff from having to initiate difficult conversations. Overall, it’s been a great experience—patients have more privacy, and staff have more time to focus on other tasks.”

– Janice Ortiz, Systems Management Officer, Valley Surgical Clinics



After the Visit

Payment Assurance – Automatically charge a patient’s card on file after their claim is adjudicated, expediting collections and offering them greater convenience.

Payment Reminders – Collect outstanding balances with customizable email and text message patient payment reminders.

Payment Plans – Patients can create private, automated payment plans for themselves, giving them more flexibility and choice in how they pay, and thereby helping to increase collections.

Online Payments – Adding a “Pay” button to the organization’s website allows patients to conveniently and securely pay their bills online.



PCI Compliance and Security

- ✓ Payment Card Industry Data Security Standard (PCI DSS) Level 1 Service Provider.
- ✓ Point-to-Point Encryption (P2PE) PCI-validated solution.
- ✓ Sensitive cardholder data is never stored on the Phreesia platform.



Enterprise Support

- ✓ Streamline all patient payments through a single platform.
- ✓ Generate a universal patient balance to consolidate and present balances across the entire organization in a single patient invoice.
- ✓ Automatically post payments to multiple systems.
- ✓ Gain actionable insights through enterprise-level analytics.