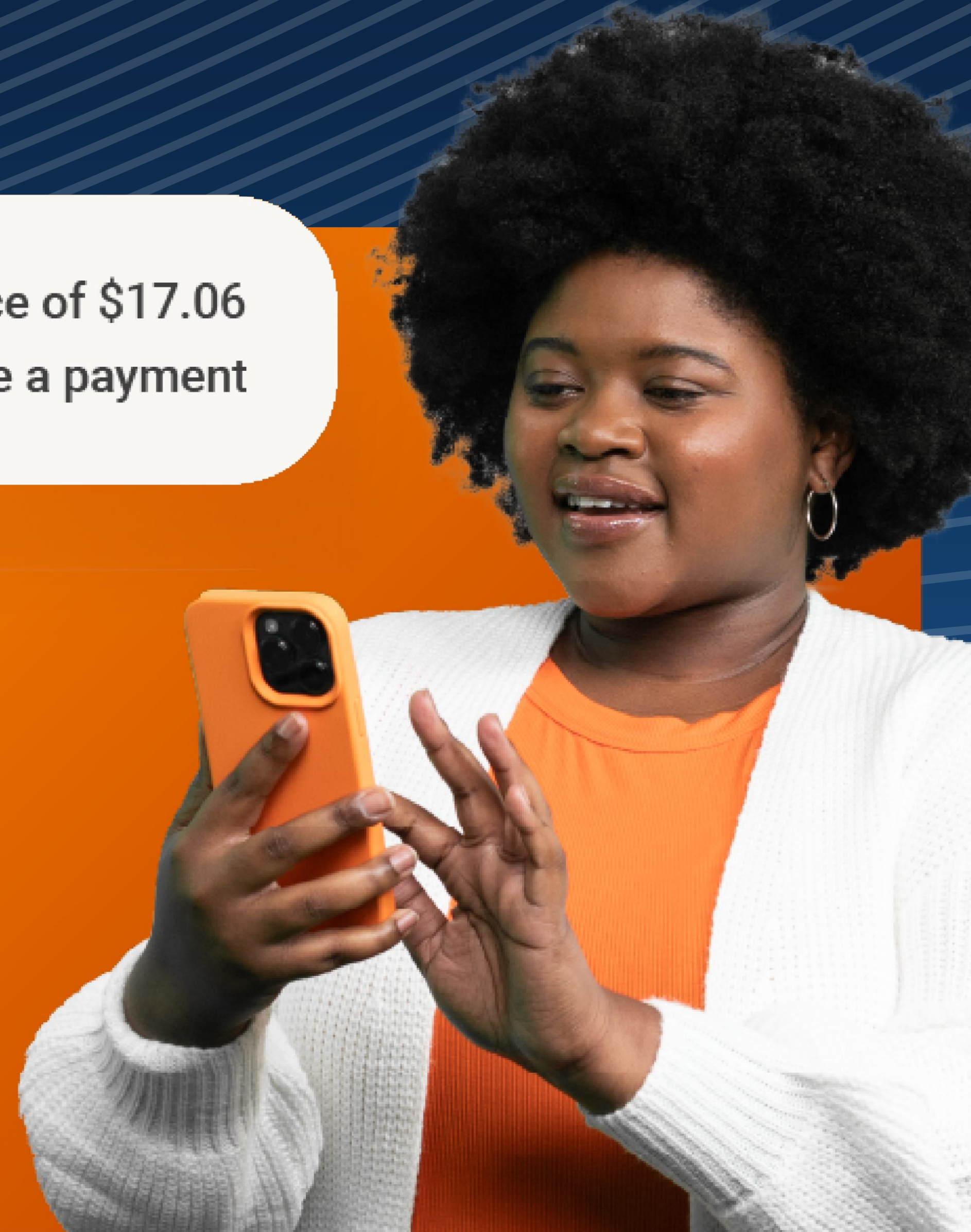




You have a balance of \$17.06
[Click here](#) to make a payment

Text-to-Pay Guide



What Is Text-to-Pay?

Text-to-Pay simplifies the process of notifying patients about outstanding balances and provides a convenient way for them to make payments online.

This patient payment solution utilizes SMS to direct patients to your dedicated **Balance Collect** (online payment) portal to pay their balances.

It's a straightforward and efficient process! Practices collect patients' cell phone numbers, enabling revenue cycle teams to send text messages notifying patients of their balance due. Patients then effortlessly tap the link in the text notification to complete their payment directly from their mobile devices.



The Practice Management Bridge Difference

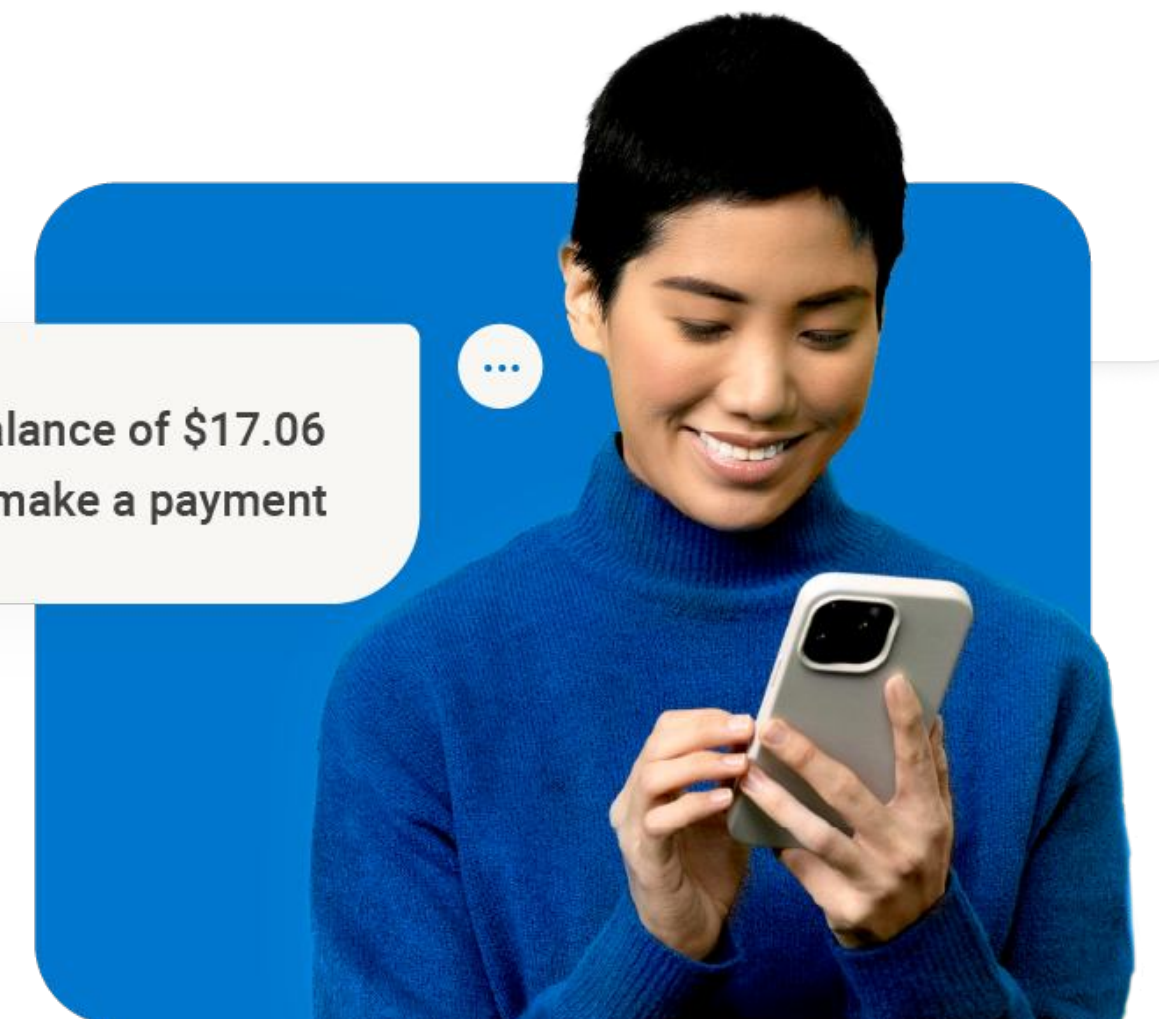
Unlike many Text-to-Pay solutions that lead patients to a portal or app requiring login credentials, ours eliminates this friction. There's no app to download or login required; patients simply tap the SMS link and make their payment effortlessly.



We were using a different vendor and our patient A/R levels were rising. When we implemented Text-to-Pay [within Practice Management Bridge], our A/R went from \$8 million to below \$3 million in a little over 18 months.

Donna Ramadan,
VP of Revenue Cycle and Compliance,
Great Lakes Dental Partners

You have a balance of \$17.06
[Click here](#) to make a payment



Creating and Sending Text-to-Pay Messages in Bridge Payments

1. Start by clicking **ADD** in **Patient Express** and enter basic demographic data for your patient, including their name and phone number.

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Payments

Balance Collect

Payments

Blind Refund

Vault

Recurring

Patient Financing

Reports

Patient Express

Support

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Patient Information

Patient ID: MM06202024

Patient First Name: Matthew

Patient Last Name: Matteo

Date of Birth: 07/12/1991

Gender: Male

Email: mmateo@rectanglehealth.com

Phone Number: 7186441866

Save

3. In the search results, click the **Custom** button in the **Send Message** column to compose the Text-to-Pay message.

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Add Patient

Patient Search

Patient ID: MM06202024

Search Results

Patient ID: MM06202024

Patient Name: Matthew Matteo

Send Message

Custom Patient Text Message

Hi Mr. Matteo,
Please pay your \$50 balance here:
<https://pay.balancecollect.com/citysmiles>
Best,
City Smiles Dental

Demo Haven

66

Send Close

2. After creating the account, search for the patient using their name or patient ID within **Patient Express**.

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Add Patient

Patient Search

Patient ID: MM06202024

Patient First Name: Matthew

Patient Last Name: Matteo

Search Results

Patient ID	Patient Name	Email Sent	Text Sent	Form Complete	Send Message
MM06202024	Matthew Matteo	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> View	Reminder Custom

« Page 1 of 1 »

4. Enter a personalized or templated message to send to the patient, select the payment location (if more than one), input the amount due, and then click **Send**.

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Transaction Reports - Text to Pay

Show Message Status: All

Delivery Date(s): 2024-06-10 / 2024-06-10

Search

Patient ID	Patient Name	Patient Phone Number	Date & Time Sent	Delivery Status	Balance Amount
MM06202024	Matthew Matteo	(718) 644-1866	6/10/2024 1:21 PM EDT	Delivered	\$50.00

« Page 1 of 1 »

Export CSV Export XLSX

Consent Status Report

Patient Name: Patient Name

Phone Number: Phone Number

Consent Status: All

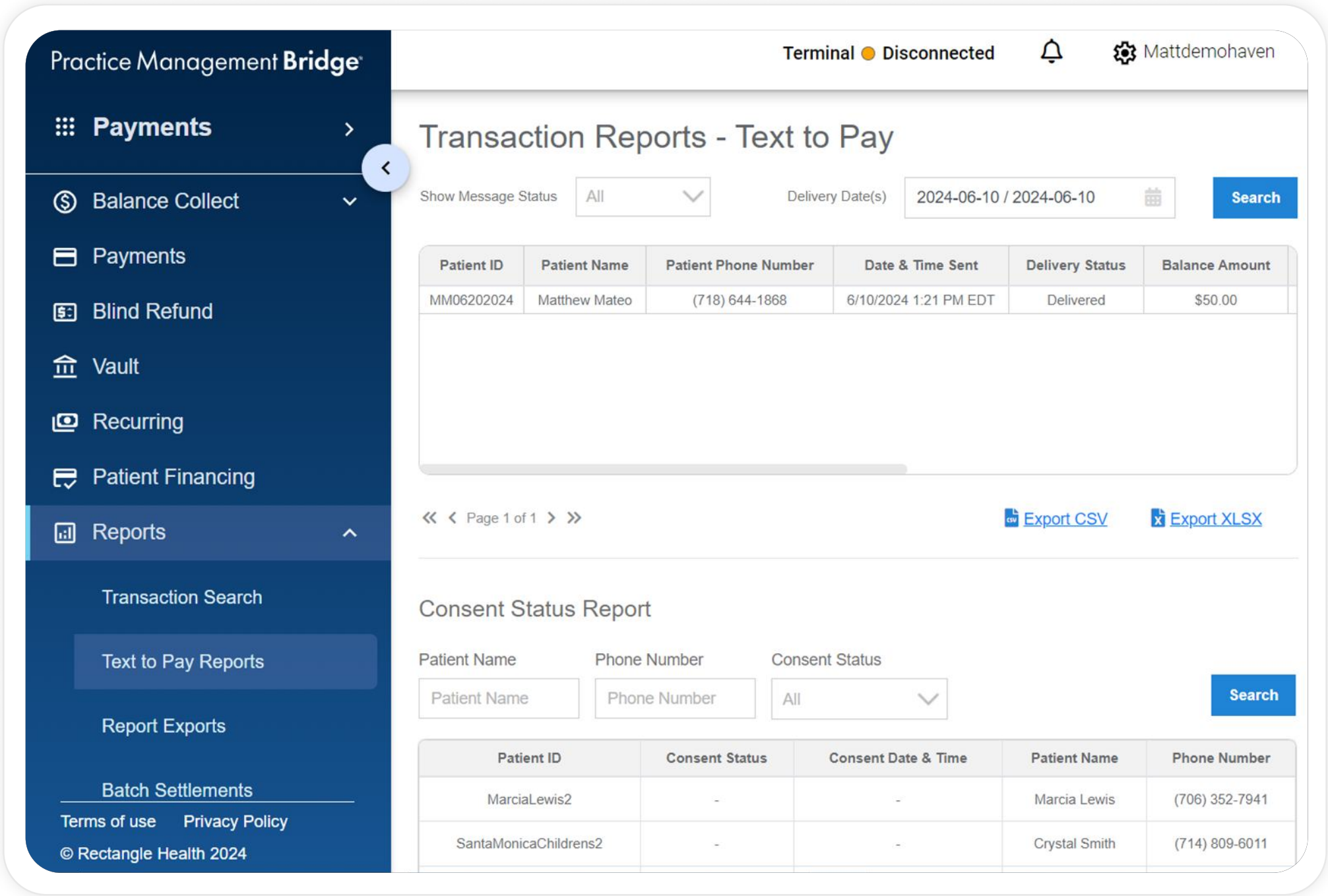
Search

Patient ID	Consent Status	Consent Date & Time	Patient Name	Phone Number
MarcelLevis2	-	-	Marcia Lewis	(709) 352-7941
SantaMonicaChildren2	-	-	Crystal Smith	(714) 809-6011

Tracking and Posting Text-to-Pay Payments

Utilize the **Text-to-Pay Reports** feature within **Reports** to monitor:

- + Date and time the message was sent
- + Date and time the text was opened
- + Text delivery status
- + Balance amount
- + Balance paid



Posting Text-to-Pay payments to your practice management system is simple: with the patient ledger open in the background, open **Transaction Details** and click **Post**. See the FAQ for more details.

Benefits of Text-to-Pay for Patients and Providers

Text-to-Pay is a streamlined solution that complements billing software while leveraging the technology that

97% of Americans have in their pockets.

This mutually beneficial feature requires minimal effort from providers while eliminating patient confusion and barriers.

Research also shows that using SMS for medical bills increases payment rates by

30%

Beyond simplifying payments, Text-to-Pay also lowers administrative costs and enhances cash flow by cutting down on call volumes and reducing paper expenses. Practices no longer need to manage the printing and mailing of paper statements or continuously call patients to collect their balances.

Impact of Text-to-Pay on Patient Satisfaction

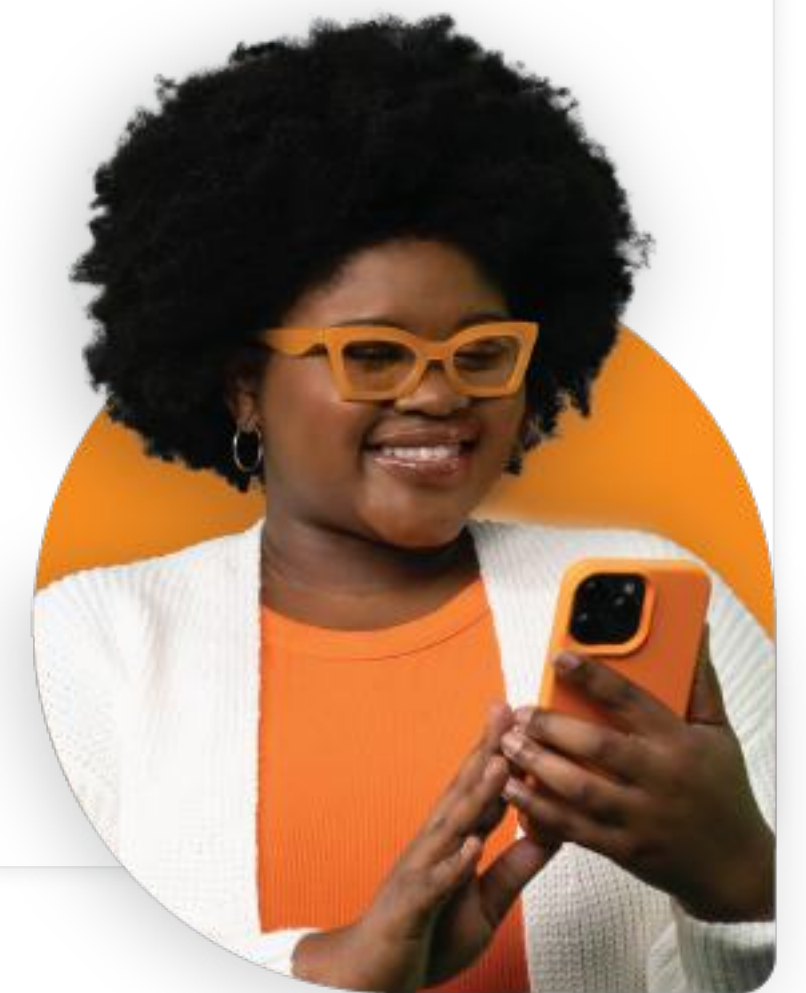
While not a line item in a balance sheet, patient satisfaction significantly influences revenue. A crucial aspect of this satisfaction is the patient payment experience.

If patients encounter difficulties or dissatisfaction during payment, they may seek alternative healthcare providers. In fact, half of healthcare consumers state that one bad digital experience can ruin their entire experience with a provider.

Today's patients are informed consumers who approach healthcare decisions much like shopping online - they compare costs, evaluate payment methods, and seek personalized experiences tailored to their preferences. One of their expectations is streamlined digital healthcare payments.

Text-to-Pay allows providers to meet patients where they are and demonstrate their attention to patient satisfaction beyond the exam room.

When patients understand their financial responsibilities and can easily fulfill payments, they are more inclined to settle their balances quickly.



Text-to-Pay vs. Traditional Patient Payment Options

Text-to-Pay is simple to use, requiring minimal effort from patients compared to the frustrating experiences often associated with traditional billing methods. These other methods typically involve multiple rounds of communication to correct errors and address patient confusion. Mailing statements is also costly, time-intensive, and often results in returns due to inaccurate patient information.

Collecting a phone number during the registration process and sending Text-to-Pay messages is considerably more straightforward and effective.

Implementing Text-to-Pay is not a major IT challenge either — this feature posts payments across all EHR, EMR, and medical billing platforms while remaining HIPAA and PCI compliant.

Your patients have a cell phone. Why send paper statements to their mailbox when a notification in their pocket is all it takes? Practice Management Bridge’s proven mobile payment solutions make it easy for patients and convenient for your revenue team, delivering immediate and significant results.



[Text-to-Pay] really has been a monumental movement forward in a pretty short period of time

Donna Ramadan,
VP of Revenue Cycle and Compliance, Great Lakes Dental Partners

Traditional Billing	Text-To-Pay
Manual Difficult to navigate Confusing Expensive (paper, call center staffing, etc.) Delayed Payments	✓ Automatic ✓ User-friendly ✓ Straightforward ✓ Cost-effective ✓ Fast Payments

FAQs

1. Do I have access to Text-To-Pay in my current plan?

If you have the **Patient Express** tab available within the main menu of Bridge Payments, then you already have access to Text-to-Pay.

2. If I currently do not have access to Text-To-Pay, how do I get access?

Call or email our Customer Care team: [800-337-3630](tel:800-337-3630) or care@rectanglehealth.com.

3. How can I access the Text-To-Pay feature?

Text-to-Pay is located within Bridge Payments through the **Patient Express** tab. Once you create a patient profile, search for the patient, and then click **Custom** to create the Text-to-Pay message.

4. Can I save texts as templates to send to patients?

We suggest creating a Notepad or Word document with text templates to copy and paste into the text field box.

5. What if I have multiple locations or Doctors?

When you create a Text-to-Pay message, you will select a specific Balance Collect site from a drop-down list. Selecting the Balance Collect site for a specific location or doctor will ensure the payment is routed correctly.

6. How do I know if a patient paid?

You can track patient payments using Text-to-Pay Reports, which is located under **Reports > Text-to-Pay Reports** in the left menu of Bridge Payments.

7. Do the Text-to-Pay payments post back into the Practice Management Software?

They absolutely can. First, find the transaction within Text-To-Pay Reports or by going to **Reports > Transaction Search**. Next, click on the **TXN ID** to open the transaction details summary. Then, click **Post** while the patient ledger is open within your Practice Management software. If you need assistance with posting, contact Customer Care: [800-337-3630](tel:800-337-3630) or care@rectanglehealth.com.

References:

- + https://www.consumeraffairs.com/cell_phones/cell-phone-statistics.html
- + <https://www.linkedin.com/pulse/market-research-comparative-patient-payments-text-messaging/>
- + <https://newsroom.cigna.com/15-stats-demonstrate-rising-consumer-demand-for-digital-healthcare-experiences> Needs to be in accepted works cited format



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