

Simplifying the Payment Process

Client Spotlight: Minnesota Mental Health Clinics



The RevConnect Impact

Minnesota Mental Health Clinics partnered with Netsmart to streamline their payment process for client/patient liability that resulted in the following enhancements to their process:

- Expands payment options to include email or text statements and receipts
- Supports auto pay and custom payment plans that align to clinic policies
- Includes customizable reports
- Simplifies the process for customer service representatives with one system of truth
- Makes the payment process easy for clinic clients
- Provides the ability to modify statements with clinic policies, messaging and brand

“The payment portal solution from Netsmart has streamlined our collections work. It’s so easy to use and everything is in one place.”

Lori Ramey,
Billing Supervisor

At-a-glance

Community

- Behavioral Health

Location

- Eagan, MN

Challenges

- Receiving timely payments for outstanding balances
- Manually running credit card payments over the phone
- Lack of patient awareness on outstanding balances
- Inability for clients to pay bills electronically
- Statements were hard for clients to understand

Solution

- RevConnect™ Payment Portal
- Patient Statements