



Linking essential patient information eligibility and payments at the time of services



OHS Bill Pay Model

The One Health System Payment Gateway also includes Bill Pay functionality that allows patients to pay their medical bills on line via web or by touchtone telephone via the OHS hosted IVR system. All OHS payments, regardless of how payment is collected, are reflected and reported within the OHS Merchant Control Panel.

The OHS Payment Gateway converges four different seamless technologies by which to collect payment from a patient (i.e. POS Terminal, Touchtone Phone, Web, Customer Service). Each technology is used at a strategic point in the patient payment cycle to provide convenience and ease of use to the patient as well as efficiency and cost savings to the medical office.

When the patient is present in the office and can provide a physical payment method such as a credit card or personal check, the physical hardware or software “Terminal” is used to swipe the card or scan the check. This offers the best processing rates and provides point of service payment acceptance.

Some patients, however, will receive a bill after the time of service and can be presented with several convenient electronic payment options. Patients have the option of paying with a credit card or check either by touchtone phone or Internet via their web browser. Patients can also call into the payment office and give their credit card or check information over the phone to make payment. All payments made by the patient are tracked by their Patient ID or Medical Record ID and appear in a wide variety of reporting and graphing options on the OHS Merchant Control Panel of the OHS Gateway.

- **Terminal/PC Virtual Terminal**
 - Patient is present in the office and can present payment in the form of credit card and personal check
 - Hardware Credit Card & Check Terminals
 - PC Based Software Terminals and Browser Virtual Terminals with card and check swipe
- **Touchtone Phone (IVR)**
 - Patient receives a printed bill with instructions on how to make payment by touchtone phone
 - Patient logs in with their Patient ID and Zip Code to hear their account balance
 - Patient keys in credit card or check information via touch tones on their phone and get instant approval of their electronic payment transaction
- **Payment Office**
 - Patient receives a printed bill with instructions on how to make payment by phone with a payment officer at the medical office.
 - Patient can give credit card or check information to the payment officer verbally over the phone and settle their balance in full in real time.
- **Internet Web Portal**
 - Patient receives a printed bill with instructions on how to make payment by via the internet with their web browser.
 - Patient logs into the customized web site with their Patient ID and Zip Code which displays what their current balance is.
 - Patient clicks on the option to pay by credit card or check and keys in the appropriate payment information. The payment transaction is approved in real time and a receipt is displayed and emailed to the patient.



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