

Digital First

**Faster payments start with
a better patient experience.**

RevSpring Digital First uses real patient behavior to prioritize digital outreach—delivering billing communications via text and email before print. Patients are guided directly to their account with secure, no-login access, making it easy to view balances and payment options instantly. The result is a more convenient patient experience, faster payments, and lower cost to collect.

Benefits

Accelerate patient payments

Patients pay 6.5 days faster with digital communications.

Increase self-service adoption

20% average increase in self-service payment adoption.

Reduce cost to collect

Lower print and postage costs by 40%+.

Reduce payment friction

Secure, no-login access lets patients view balances and pay instantly.

Maintain high engagement

Reach patients through preferred digital channels with minimal opt-outs and consistent response.

Automate smarter print use

Only send print when digital outreach fails—eliminating unnecessary spend.

Outcomes

6.5 days

faster payment from
digital communications

20%

average increase in self-
service payment adoption

*"Digital First helped us shift
confidently to digital delivery.
Faster, more actionable, and
less expensive than print."*

– RevSpring Healthcare Customer

Features

Behavior-driven digital delivery

Prioritizes SMS and email
based on real patient
engagement patterns.

Frictionless payment experience

Patients access their
account directly from
messages—no usernames
or passwords required.

Intelligent channel optimization

Analyzes patient behavior to
determine the most effective
communication channel.

Automated print fallback

Triggers print only when
digital outreach does
not drive engagement.

Coordinated omnichannel outreach

Unifies text, email, and print into a
single, seamless billing workflow.

Real-time performance insights

Tracks digital adoption,
engagement, opt-outs,
and cost savings.

Works with PersonaPay & EngageIQ™

Digital First integrates with PersonaPay and supports
external payment portals. Available as a standalone
solution or as part of RevSpring's EngageIQ™ platform.



See Digital First in action

Contact us today for a personalized
demo and discover how RevSpring
can transform your organization.

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