

Understand Every Patient, Personalize Every Payment

EngageIQ Post-Care reads each patient's payment behavior, affordability, and propensity to pay—then shapes the resolution journey around what it finds.

Message, channel, timing, and payment option adapt to fit the person. Engagement feels personal, and the outcomes show it: higher yield, faster payments, and lower cost to collect.



INCREASED

- Payment yield
- Digital reach
- Plan enrollment
- Staff capacity
- Patient loyalty



DECREASED

- Cost-to-collect
- Postage spend
- Call volume
- Bad debt
- Manual touches

Patient responsibility has outgrown static billing workflows

Post-care is where financial performance, cost-to-collect, staffing, and patient experience collide. What used to be “send a statement” now takes precision—because every patient does not need the same path.

56%

of patients would likely switch providers after a poor billing experience.

FOUR PRESSURES AT ONCE

Every one of them lands in the same workflow



Affordability

Balances outpace what patients can absorb.



Patient experience

Consumer-grade expectations, on their terms.



Cost-to-collect

Every manual touch adds expense.



Staffing and training

Experienced staff are hard to attract and keep.

THE RIPPLE EFFECT

When billing creates friction, fewer payments are captured—and more accounts fall to collections, where recovery collapses.

10-20%

recovered once an account goes to outside collections

PROVEN ACROSS CARE SETTINGS

60+

healthcare organizations live on EngageIQ today

Health systems and IDNs

DME

Dermatology

Radiology

Medical transport

Orthopedics

Urgent care

Proven solutions, intelligently connected

Each RevSpring solution does its job well on its own. EngageIQ Post-Care adds the intelligence that connects them into one coordinated workflow—scoring each patient, prescribing the resolution path that fits their affordability, and coordinating every touch around their total responsibility—so the strategy adapts as new balances arrive instead of restarting for each one.

CALIBRATION, NOT OVERRIDE

EngageIQ is not a black box and never overrides your strategy. You define the guardrails; EngageIQ calibrates to your policies, your population, and the balances being collected.

Plan terms

Minimum thresholds

Financing strategy

Financial assistance

Discounting

Collection timing

THE JOURNEY, END TO END

Four connected steps run on every account—and keep running as new balances arrive.



Know the patient

Score and segment by affordability.



Prescribe the path

Best-fit payment, plan, or relief.



Coordinate the journey

One path across accounts and channels.



Optimize outcomes

Learn and adapt over time.

THE DIFFERENCE

Most vendors score patients. EngageIQ orchestrates the entire journey.

Point solutions execute tasks. EngageIQ manages and optimizes the workflow—connecting scoring, engagement, payments, and staff tools into one coordinated path that keeps improving over time, and consolidating a stack of point-solution vendors into a single platform.

One platform, not many

One contract and one integration replace a stack of point solutions that never shared a patient record.

Adaptive plan per patient

The right option, message, and channel for each person—revised as behavior and balances change.

Measurable outcomes

Modeled on your data first, then proven in production against the KPIs you already report.

Every way patients want to resolve

ONE EXPERIENCE, EVERY CHANNEL

EngageIQ sequences the right channels for each patient—digital-first when it works, print when it protects yield—coordinated so touches never conflict.

 Print Statements that still convert	 Portal Pay, plan, or apply	 Voice IVA or live agent	 Text Reply to pay in seconds	 Email Balance alerts and receipts
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THE SAME OPTIONS, EVERY CHANNEL

Pay in full, enroll in a plan, apply for financing, or apply for assistance—the same four choices, presented the same way, wherever the patient starts.

RESOLUTION OPTIONS THE ENGINE CHOOSES FROM

Pay in full	Payment plan	Financing	Financial assistance	Text-to-pay
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THREE WAYS FORWARD

Same \$600 balance. Different patients. Different paths.

The balance alone doesn't tell you what to do. Propensity, affordability, assistance likelihood, and channel behavior combine into a segment that sets each patient's path.

PATIENT A \$600 High capacity · digital-likely · low assistance need  Pay now via text or QR	PATIENT B \$600 Can pay monthly, not all at once · moderate capacity  Prescribed payment plan	PATIENT C \$600 Limited capacity · higher assistance likelihood  Assistance-first path
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Self-service when it works, staff when it counts

THE SELF-SERVICE LANE

Routine needs resolve without an agent, on the patient's schedule.



Patient portal

Pay, set up a plan, apply for financing or assistance, manage preferences.



Text-to-pay

Reply PAYNOW to settle a balance with a card on file in seconds.



Conversational IVA

Let's Talk answers by phone or statement QR—payments, options, and FAQs.



Over 30% of call transactions offloaded

Self-service absorbs the routine balance, plan, and receipt questions—so the calls that do reach a rep are the ones that need one.

THE ASSISTED LANE

Help your team do more on every interaction

Human effort stays reserved for complex needs, with the same intelligence behind every rep. The staff-assisted workspace shows the patient's full account view plus dynamic, next-best-action scripting—inside the workflow the team already uses.



TAKE PAYMENT ON THE CALL

Deviceless Payments™ with SafeMode

Staff take card and ACH payments by phone, text, or email without a terminal—and without ever seeing or hearing card data. The patient enters their own details, the payment posts to the account, and the conversation continues uninterrupted.

Secure and compliant by design

✓ **PCI-compliant.** Card data never enters the call or the desktop.

✓ **No new hardware.** No terminals to buy, deploy, or maintain.

✓ **Card and ACH.** Both tenders, by phone, text, or email.

Modeled first, proven in production

THE BUSINESS CASE, THEN THE PROOF

Before launch, expected lift is modeled on your own receivables data. After launch, the same four measures are tracked in production—so the business case and the reporting speak the same language.

- Payment yield
- Digital adoption
- Cost-to-collect
- Plan enrollment and performance

THE OUTCOMES CLIENTS SEE

90%

digital reach
achieved

6.5 days

faster payments,
on average

30%

lower postage cost,
up to

30%+

call transactions
offloaded

RECOGNIZED BY KLAS

#1

Patient Financial Engagement

2026 and 2025 Best in KLAS · PersonaPay™

#1

Patient Communication

2024 Best in KLAS · Talksoft™

RETURN ON INVESTMENT

up to 9.7×

among top performers, with measurable
returns across the client base

Improve Pay Rates, Foster Empathy, and Drive Patient Loyalty

Patient intelligence, effortless interactions, and an approach tailored to each person make EngageIQ Post-Care the connective tissue of your revenue cycle.

One platform for the whole post-care experience—running inside the systems your team already uses.



See it in action

Contact us today for a personalized demo of EngageIQ Post-Care—and see it run on your own data.

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