

## END-TO-END PATIENT FINANCIAL ENGAGEMENT

# One Platform. One Patient Journey. From First Search to Final Payment.

Revenue performance isn't decided at one moment—it's shaped across the whole journey. EngageIQ connects access, intake, and billing into one intelligent workflow that scores behavior, personalizes every touchpoint, and gets smarter with every cycle.

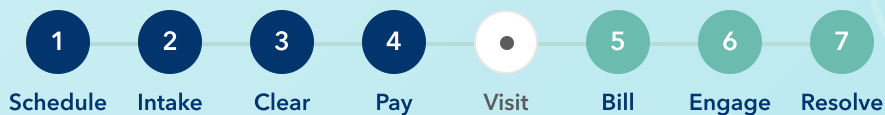
One connected workflow

Affordability-aware engagement

EHR-integrated

### PRE-CARE

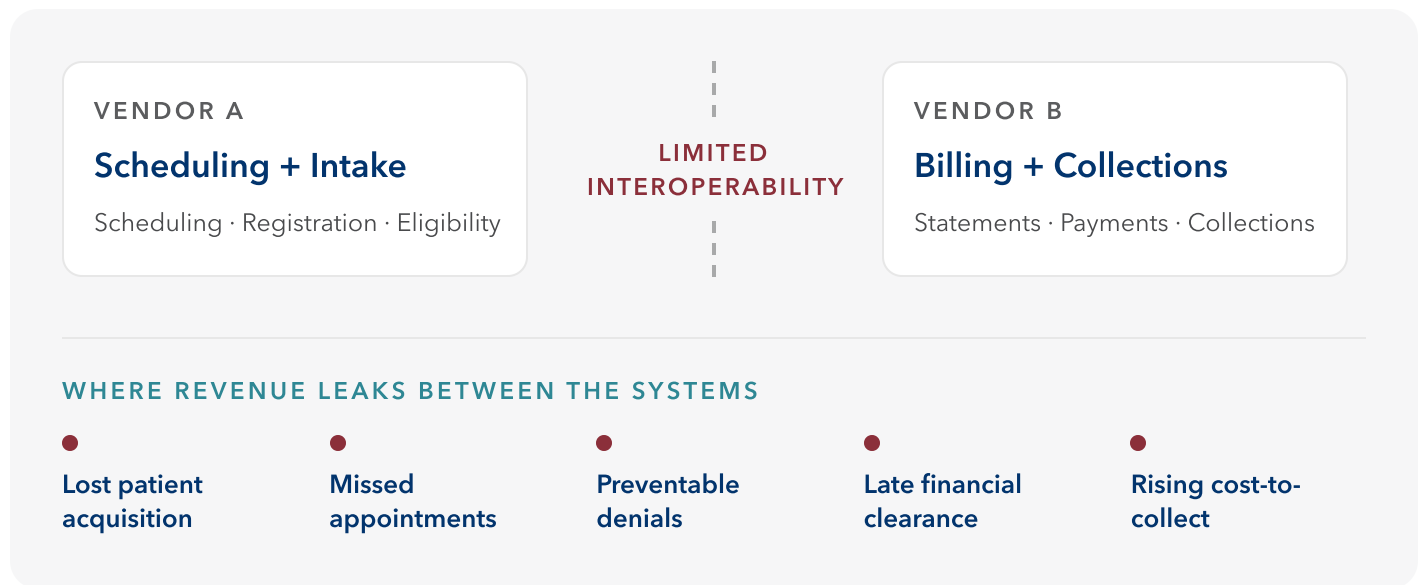
### POST-CARE



**Unified Intelligence Layer**—one continuous system that gets smarter with every cycle.

# Patient affordability and access barriers become revenue barriers

For patients, care has never been harder to find or afford. Those barriers quickly become the organization's revenue problem: patients who can't find care never arrive, and patients who can't afford it delay, skip, or leave balances unpaid. Fragmented pre-care and post-care systems only compound it, driving lost acquisition, missed appointments, delayed clearance, and weaker collections.



## WHAT FRAGMENTATION COSTS

10–20%

Recovered once an account goes to outside collections.

56%

Would likely switch providers after a poor billing experience.

The problem isn't the systems—it's the lack of orchestration between them.

# Most vendors score a moment. EngageIQ orchestrates the journey.

EngageIQ carries every patient from first scheduling through final payment—one workflow, one intelligence layer that gets smarter with every cycle. Here's what it does across pre-care, the point of service, and post-care.



## PRE-CARE

Find · Schedule · Clear

Get patients in the door, informed and cleared.

- Provider visibility
- Self-scheduling
- Digital intake
- Insurance eligibility
- Estimates and payments



## POINT OF SERVICE

Arrive · Check-in · Pay

Capture payment at the moment of care.

- Digital check-in
- Point-of-service payments
- Card tokenization
- Real-time balance lookup



## POST-CARE

Bill · Engage · Resolve

Route every account to the right resolution.

- Behavior-based scoring
- Payment plans and financing
- Financial assistance
- Multi-channel outreach
- Self-service resolution

*"One platform across all three stages, so patients get a consistent financial experience instead of three disconnected ones."*

### One platform, not many

Access, intake, billing, and collections in a single connected workflow, with no vendors to stitch together.

### Adaptive plan per patient

Scoring prescribes the right resolution path and channel for each individual, then adjusts over time.

### Flexible integration

Works within existing EHR workflows or through RevSpring platforms, depending on your environment.

# Results that compound when the whole platform works together

Each stage lifts the next. Cleaner access reduces denials; earlier clearance speeds payment; smarter engagement resolves more accounts without a call.

| ACCESS + INTAKE                                           | FINANCIAL CLEARANCE                                         | ENGAGEMENT + COLLECTIONS                                                               |
|-----------------------------------------------------------|-------------------------------------------------------------|----------------------------------------------------------------------------------------|
| <div>26%</div> <div>Fewer denials at the front end.</div> | <div>5%</div> <div>More preservice collections.</div>       | <div>40%+</div> <div>Reduction in print and postage with digital-first delivery.</div> |
| <div>2/3</div> <div>Less front-desk workload.</div>       | <div>3–7%</div> <div>Lift in yield on billed charges.</div> | <div>30%+</div> <div>Of calls offloaded from staff.</div>                              |

60+

healthcare organizations run on EngageIQ today, across health systems, ambulatory practices, DME, radiology, orthopedics, and more.

Recognized by KLAS across the areas that matter most—patient communication, financial engagement, and access.

#1

Patient Financial Engagement

2026 and 2025 Best in KLAS · PersonaPay™

#1

Patient Communication

2024 Best in KLAS · Talksoft™

## One Journey. Better Outcomes.

EngageIQ connects access, intake, and billing into one intelligent workflow—so denials fall at the front end, clearance comes earlier, and more accounts resolve without a call. One platform across pre-care, the point of service, and post-care, running inside the systems your team already uses.



### See it in action

Contact us today for a personalized demo of EngageIQ.

[learnmore@revspring.com](mailto:learnmore@revspring.com)  
**866.310.8001**  
[revspring.com](https://revspring.com)

