

Let's Talk™ Statements

Turn Billing Statements into Immediate Resolution Moments

Patients want clarity and convenient ways to resolve their bills. Let's Talk™ Statements delivers secure, AI-powered voice support directly from the statement, providing real-time answers, clear financial options, and guided next steps that simplify the billing experience.

Benefits

AI-Guided Billing Support from the Statement

Provide immediate answers with real-time, patient-specific balance and insurance insights initiated directly from the statement.

Reduced Inbound Call Volume

Contain routine billing inquiries through QR-initiated voice self-service that resolves common questions before a call is placed.

Faster Payment Completion

Guide patients to the right next step, secure payment path, and preferred payment option to accelerate balance resolution.

Better Affordability Outcomes

Direct patients to the appropriate payment plan or financial assistance options within financial policy guardrails.

Seamless Escalation to Live Agents

Protect service quality by enabling escalation to live representatives while preserving session context and recommended next-best actions.

Outcomes

Lower Billing-Related Call Volume

by containing routine inquiries through statement-initiated voice self-service

Faster Financial Resolution

through immediate answers and guided next steps from the statement

Higher Payment Completion Rates

by directing patients to secure payment paths and appropriate payment options

Features

QR-Initiated Voice Engagement

Patients launch a secure AI-powered voice session directly from the billing statement.

Real-Time Balance & Insurance Insights

Provide contextual answers using current patient account and billing data.

Guided Resolution Pathways

Deliver next-best actions that lead patients toward secure payment, payment plans, or financial assistance.

Secure Payment Enablement

Guide patients directly to payment options and preferred payment methods.

Context-Preserving Escalation

Transfer complex inquiries to live representatives while retaining interaction context and recommended next steps.

Insight-to-Action Integration

Translate real-time billing insights into guided resolution paths that help patients take the appropriate financial action with confidence.

Integration Snapshot

Let's Talk™ Statements integrates with RevSpring's statement delivery, payment, and revenue cycle ecosystem to deliver real-time billing insights and guided resolution directly from the statement.

The experience connects patient engagement, payment options, and affordability pathways within financial policy guardrails.



See Let's Talk™ Statements in action

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

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