

# SeatMate™ CSR

## Enhance Human Interaction With Intelligent Billing Support

In today's affordability environment, every billing conversation matters—and 58% of patients would consider switching providers after a poor experience. SeatMate™ CSR enhances the human experience with real-time, AI-guided insights that strengthen conversations, accelerate resolution, and improve both patient trust and financial outcomes.

### Benefits

#### Real-Time, AI-Guided Assistance

Deliver patient-specific insights and recommended talking points directly within existing workflows to improve consistency and confidence.

#### Reduced Handle Time

Surface contextual prompts, navigation shortcuts, and next-best actions during live interactions to accelerate resolution.

#### Faster Payment Resolution

Guide “help with payment” conversations toward secure payment, card-on-file enrollment, or appropriate payment plans aligned to financial policy guardrails.

#### Improved Financial Outcomes

Place patients into the correct payment plan based on ability to pay or initiate financial assistance applications when appropriate.

#### Empathy-Grounded Interactions

Keep AI guidance rooted in real-time call context and patient needs, with empathy cues informed by CSR feedback.

## Outcomes

### Reduced Handle Time

With real-time, AI-guided next-best actions embedded in live workflows.

### Higher Payment Completion Rates

Through guided secure payment and card-on-file enrollment.

### Increased Payment Plan Accuracy

By aligning ability-to-pay insights with financial policy guardrails.

## Features

### Embedded Workflow Guidance

AI-driven prompts and insights delivered directly inside existing CSR systems.

### Context-Aware Recommendations

Real-time next-best actions based on patient data, billing status, and financial policy guardrails.

### Secure Payment Enablement

Guided workflows to support immediate payment capture and card-on-file enrollment.

### Payment Plan Intelligence

Ability-to-pay guidance that directs patients to appropriate payment options.

### Financial Assistance Support

Streamlined initiation of financial assistance applications when needed.

### Insight-to-Action Connectivity

Leverages RevSpring's position across statements, payments, and revenue cycle workflows to connect conversations to resolution.

## Integration Snapshot

SeatMate™ CSR integrates seamlessly into existing CSR workflows and leverages RevSpring's ecosystem across statement delivery, payments, and revenue cycle operations—connecting insight to action while ensuring alignment with financial policy guardrails and patient affordability considerations.



### See SeatMate™ CSR in action

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

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