

VOICE SOLUTIONS

Voice Solutions that Drive Efficiency and Empower Patients

Every call starts with a real conversation—AI-driven Let's Talk™ answers patient questions and resolves balances in a single interaction.

20+

Years of healthcare
voice expertise

1.2M

Healthcare payment
calls handled a month

30%+

Reduction in call
volume for staff

Most patient calls are predictable—and resolvable without staff

Patients call to ask what they owe, to pay it, and to confirm it went through. Those calls are repetitive, arrive in waves, and consume the hours your team needs for accounts that genuinely require a person. Traditional phone trees push patients toward an agent rather than to an answer—so containment stays low and average handle time stays high.

30%+

Of inbound billing calls contained end to end, with no staff involvement.

WHAT LET'S TALK™ CHANGES

A conversation, not a phone tree



Natural-language understanding

Patients say what they need in their own words.



Single-call resolution

Higher containment means fewer transfers to staff.



Available around the clock

Balances, payments, and arrangements 24/7.



One consistent voice

The same experience on every voice touchpoint.

MEASURED RESULTS

19%

Higher payment rate, measured against traditional IVR.

37%

Fewer call transfers to a live agent.

44%

Shorter average call duration for contained calls.

Voice that answers, and voice that reaches out

Voice works in both directions. Inbound handling absorbs the routine calls your team fields every day; outbound reminders put a balance in front of a patient before it ages. Both run on scripting refined over two decades of healthcare payment calls.



Inbound call handling

Patients pay, set up arrangements, check balances, or review history at any hour—and transfer to a live agent the moment the call needs one.

30%+ CONTAINED



Outbound reminders

Automated voice and text reminders convert into payments. Empathetic scripting guides patients to secure credit, debit, HSA, and ACH payment.

LOWER AR DAYS

WHAT PATIENTS RESOLVE ON THEIR OWN

The whole billing conversation, start to finish, without waiting for a person.



Make a payment

Card, HSA, or ACH.



Set an arrangement

Terms confirmed on the call.



Check balance

Plus full payment history.



Ask billing questions

Answered, then next steps.

AUTOMATE BEYOND BILLING

The same inbound and outbound automation carries reminders and confirmations across the full patient journey—and, in many cases, completes the task on the call.

COMMON USE CASES

Appointment reminders

Change of address

Denied claims

Home visit reminders

Follow-up care

Insurance updates

Satisfaction surveys

One payment system behind every channel patients use

Voice is part of RevSpring's omnichannel payment platform. Portal, digital, print, and voice work from the same balances, the same rules, and the same reconciliation—removing the burden of managing multiple networks, processors, and third-party agents.



Portal

Self-service payment



Digital

Email, SMS, and MMS



Print

Statements and letters



Voice

IVA, IVR, and agent



EHR

Connects to all leading systems



One balance, one posting, one reconciliation

A payment taken on the phone lands the same way a portal payment does—so patients see a consistent balance wherever they look, and your team reconciles once.



SECURE PHONE PAYMENTS

SafeMode™

Patients enter card details directly into their phone keypad, and SafeMode™ processes the payment without that information ever crossing your organization's network. Agents stay on the call, and no one on your team ever handles a card number.

Secure and compliant by design

✓ **PCI-compliant by default.**

No change to how your team takes calls.

✓ **Off your network.**

Card data never touches your systems.

✓ **Seamless for patients.**

Security without added complexity.

Turn every conversation into actionable insight

Configurable dashboards track performance in real time, so you can see what is working and tune call flow against your own goals—reviewed with your RevSpring team, not left for you to interpret alone.

- Connected calls
- Call flow and containment
- Payment conversions
- Top reasons patients call

AI CALL INTELLIGENCE

Transcripts and recordings

Every call captured and searchable, for quality review and dispute resolution.

Call-reason categorization

AI groups why patients called, surfacing the volume drivers behind your queue.

Expanding automation

Each quarter's top reasons become next quarter's automated conversations.

WHAT YOU GET

- ✓ Self-service payments patients actually complete
- ✓ Labor costs optimized against real call volume
- ✓ Faster collection and lower AR days
- ✓ Less administrative burden on billing staff
- ✓ Engagement that feels human, not automated
- ✓ Accessibility for patients who prefer the phone

Put Voice to Work Across Your Patient Experience

Conversational IVA for the calls patients start, outbound voice for the balances that need a nudge, and SafeMode™ behind both—reporting on one platform, on the systems your team already uses.

Contact RevSpring today to see how voice can resolve more calls, collect faster, and ease the load on your staff.



See it in action

Contact us today for a personalized demo of RevSpring Voice Solutions.

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