

SOLUTION OVERVIEW

Product Description

RevSpring Voice Solutions combine proven, healthcare-specific IVR with next-generation Conversational AI (Let's Talk™) to automate patient and member interactions.

Our IVR platform delivers reliable, high-volume support for structured workflows like payments, reminders, and routine inquiries. Let's Talk™ builds on that foundation with natural, intent-driven conversations that resolve more needs in a single interaction.

Together, they form a unified inbound and outbound voice platform, allowing organizations to use structured IVR, conversational AI, or both — with the flexibility to evolve over time.

Product Features

- **Conversational AI (Let's Talk™)**
Natural, intent-driven interactions that resolve more needs in a single call
- **Healthcare-specific IVR (inbound + outbound)**
Proven automation for structured workflows like payments, reminders, and confirmations
- **Unified AI + IVR platform**
Blend conversational and structured experiences within the same call flow
- **End-to-end self-service**
Payments, refills, updates, and FAQs without agent involvement
- **Secure phone payments (SafeMode™)**
PCI-compliant transactions with DTMF masking
- **Intelligent agent escalation**
Seamless transfer with context when needed
- **Outbound engagement automation**
Reminders, payment outreach, confirmations, and surveys
- **Reporting and optimization**
Dashboards to track performance and improve call flows

BUYER & END-USER PERSONAS

Title	What They Care About	What They're Responsible For
Provider – CFO / CRO / VP Revenue Cycle / Director Patient Access	• Reducing call center costs • Increasing payment automation • Lowering staffing strain • Improving collections • Reducing abandoned calls	• Financial performance of call center • Payment automation strategy • Self-service adoption • Protecting revenue from missed engagement

Payer – VP / Director Member Services (Call Center Ops)	• Reducing average handle time • Lowering abandonment rates • Improving first-call resolution • 24/7 automation coverage	• Call center performance KPIs • Workforce optimization • Member support workflows • Escalation management
Chief Experience Officer / VP Member Experience	• Seamless omnichannel experience • Reducing friction • Improving satisfaction scores • Brand consistency	• Member journey design • Cross-channel alignment • CX performance metrics
VP Digital Transformation	• AI-enabled automation • Scalable self-service • Reducing manual touchpoints • Integration across digital stack	• Digital roadmap • Automation initiatives • Innovation investments
VP Claims Operations / Provider Relations Leader	• Reducing inbound claim-related calls • Clear automated claim status communication • Reducing provider abrasion	• Claims inquiry workflows • Provider/member communication processes • Operational efficiency
CIO / IT Leadership (Secondary)	• Secure PCI-compliant payments • System integration • Data governance • Risk mitigation	• IVR/IVA integration • Security oversight • Infrastructure scalability • Vendor risk management
CFO / Finance Leadership (Secondary)	• ROI • Reduced cost per call • Lower labor expense • Faster payments	• Budget oversight • Cost containment • Financial performance tracking

End-User Persona

End User

Patients & Members Calling

What They Care About

- No wait times
- Fast resolution
- Clear instructions
- Secure transactions
- Ability to self-serve anytime

What They're Trying To Do

- Make payments
- Check balances
- Confirm/reschedule/cancel appointments
- Receive reminders
- Refill prescriptions
- Ask FAQs or account-specific questions

Product dependencies

- Integration with billing system and/or EHR for balances and scheduling
- RevSpring payment platform for IVR payments
- Telephony infrastructure (existing or RevSpring-supported)

VALUE AND POSITIONING

What problem we're solving

Healthcare organizations are overwhelmed by high call volumes, labor shortages, and long patient hold times, while patients want fast, self-service options—especially for payments and scheduling. Manual call handling drives higher costs, staff burnout, and poor patient experience.

Value Prop for Provider

- Resolve more calls without live agents using conversational AI
- Offload up to 30% of inbound calls with self-service automation
- Reduce staffing pressure while maintaining service quality
- Enable 24/7 access for payments and routine requests
- Improve patient satisfaction by minimizing transfers and hold times

Value Prop for Payers

- Reduce member services call volume without sacrificing experience
- Provide modern, AI-driven voice access while maintaining structured controls
- Improve payment access and compliance through secure phone interactions
- Lower operational costs tied to repetitive member inquiries

Key Product Differentiation

- Conversational AI—first approach that represents the evolution of IVR, not a replacement
- Ability to resolve more calls within a single interaction using natural language AI
- IVR as a trusted, healthcare-specific foundation for organizations that prefer structured workflows
- Seamless coexistence of Conversational AI and IVR in one platform
- Secure, PCI-compliant phone payments that keep card data out of provider systems

Benefit Statements

- Offload up to 30% of inbound call volume to self-service IVR
- Improve staff productivity by shifting routine calls away from live agents
- Collect payments faster and reduce AR days with automated outbound IVR reminders
- Increase patient satisfaction by resolving more calls in a single interaction with conversational AI
- Minimize PCI risk while expanding phone-based payment access

Discovery questions

- “What percentage of your inbound calls are payment-related?”
- “How often do patients abandon calls due to long hold times?”
- “What happens to patient calls after business hours today?”
- “How much staff time is spent answering repeat questions?”

Listen For

- “Our call center is overwhelmed / understaffed”
- “Most calls are just about payments or simple questions”

- “Patients complain about long hold times”
- “We don’t have good after-hours coverage”
- “Agents are doing repetitive, low-value work”
- “We’re worried about PCI risk with phone payments”

PROOF

Key points

- Offload 30% or more of inbound calls using healthcare-specific IVR
- Conversational AI resolves more calls within a single interaction, reducing transfers
- Secure, PCI-compliant phone payments using SafeMode™
- Supports inbound, outbound, surveys, reminders, and appointment workflows