

# Premium Payments

Increase your premium payment collections while improving member engagement, satisfaction and brand loyalty.

## Elevate Member Experience

Engage and retain members with easy & flexible electronic payment services.

## Facilitate e-Payments

Create a patient-centered financial experience with flexible and convenient payment options.

## Reduce Your Costs

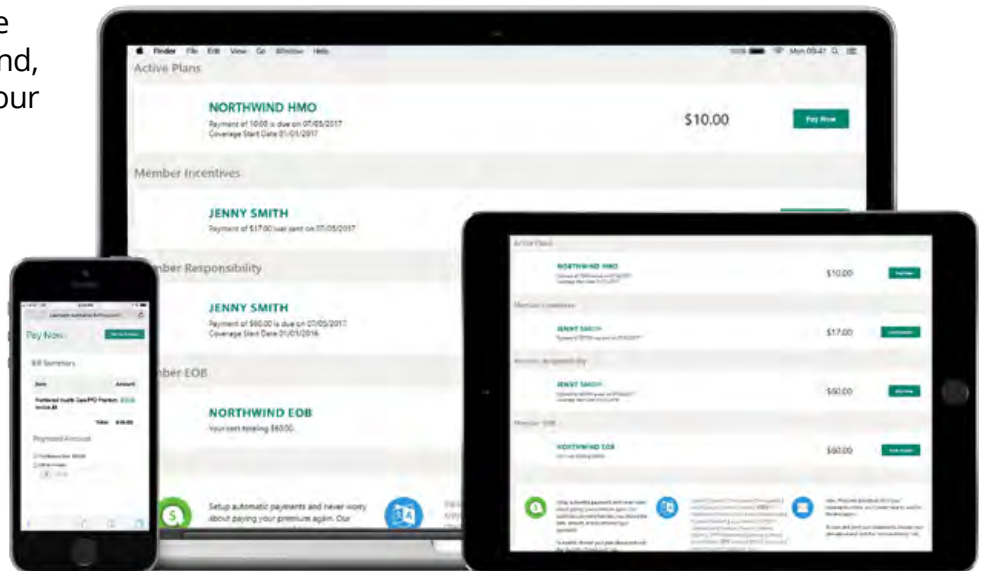
Efficiently measure your ROI with advanced payer reporting and search features.

Payspan offers a safe and secure single sign on (SSO) solution behind your brand, delivering a seamless experience for your members.

Through dynamic payment reporting, we give you actionable insights that enable you to retain members and manage payment activities.

## Engage Your Members

- Easily-understood payment options
- Mobile-optimized solution
- Flexible payment plans
- Binder and premium payments
- Auto-pay via digital wallet



Anytime, anywhere healthcare payments that fit into your busy members' lifestyles.

Visit [www.payspan.com/premium-payments](http://www.payspan.com/premium-payments)



[www.payspan.com](http://www.payspan.com)  
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Over  
**40%**  
of payers have  
difficulty collecting  
premium payments<sup>1</sup>

**65%**  
of consumers would prefer  
to schedule automatic  
payments for premiums<sup>2</sup>

**\$3B**  
premium payments processed by Payspan<sup>3</sup>

## Power Your Member Solution with Intelligent, Intuitive Tools

Making it easy for your members to pay their premiums goes beyond offering online payment options. Your diverse population includes a range of individual needs and preferences. Payspan offers a suite of premium payment choices that optimize your members' experience and results in retention – all while reducing collection days, management cost and complexity of collecting premium payments.



### Flexible Payment Options

Your members can pay via credit cards, ACH, or e-Checks; AutoPay; one-time, recurring or partial payment, or Lockbox.



### IVR (Integrated Voice Response)

For members without Internet access, phone payment options simplify payments, while driving down your call center volume.



### Multilingual Options

Twenty percent of your members speak another language at home.<sup>2</sup> Our member payments portal and IVR system supports 26 languages.



### Complex Households

More than a third of your members live in split households.<sup>3</sup> We enable members to easily update dependents and automatically adjust their premiums accordingly.

Premium Payments is part of the Payspan Healthcare Payment Exchange (HPX). HPX facilitates fast and secure payments and data from a comprehensive platform allowing you to reduce costs, speed payments, data, and communication, while improving patient, provider satisfaction. Join the largest healthcare payments network today! We're now part of Zelis, a company transforming the business of healthcare.

**Stronger relationships. More payment options. Complete transparency.**

Visit [www.payspan.com/premium-payments](http://www.payspan.com/premium-payments)

Payspan's Healthcare Payment Exchange network is the largest healthcare payment automation platform in the nation, connecting 1.3 million provider payees with more than 600 health plans who serve over 100 million consumers.