

Premium Payments

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

Enhance Member Experience

Engage and retain members with e-payment services offered within your own brand environment.

Facilitate Member e-Payments

Make it easy with multiple payment options, multilingual, IVR and householding.

Reduce Your Costs

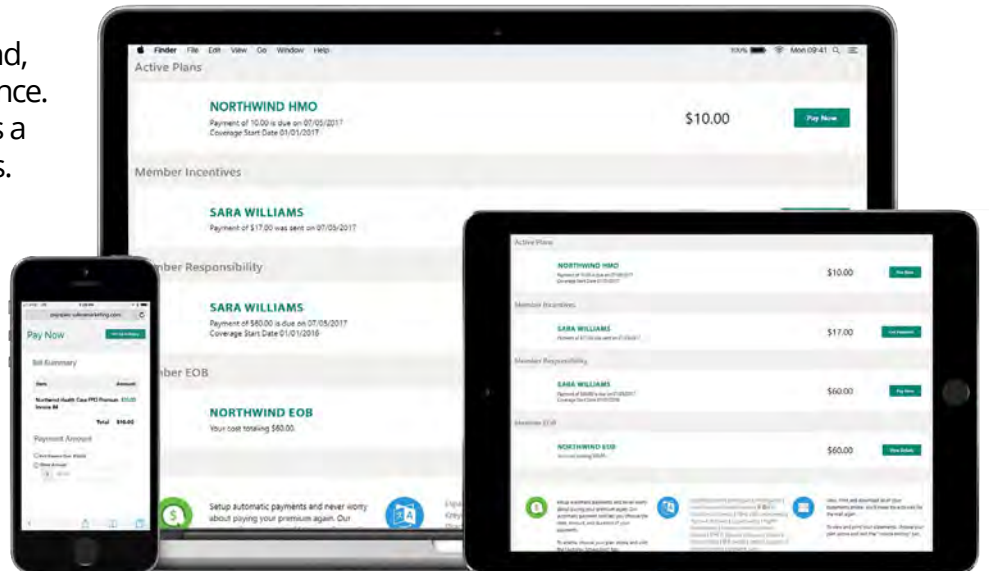
Measure return on investment with advanced payer reporting and search features.

Payspan offers a safe and secure single sign-on (SSO) solution behind your brand, so your members only have to log on once. Integrating Payspan capabilities delivers 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
- Electronic health wallet



Payspan is synonymous with anytime, anywhere healthcare payments, to satisfy your busy member lifestyles.

Visit www.payspan.com/premium-payments.



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IVR Payment Completion Rate¹

(1 in 5 members choose IVR as a preferred payment method)

Payspan Powers 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 optimizes your members' experience and results in retention – all while reducing collection days and the management cost and complexity of collecting premium payments.



Flexible Payment Options

Consumers want easy and secure 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.² Our member payments portal and IVR system supports 26 languages, including Mandarin Chinese.



Complex Households

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

Payspan also powers your provider network by driving electronic payment adoption through our 100% Paperless Methodology (www.payspan.com/paperless) and supporting your transition to value-based care through our Quality Incentive Communications System (www.payspan.com/quality).

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The Payspan 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.