

## Testimonials

### Family Practice Clinic Steven K, Administrative Consultant

This clinic is an independent family practice clinic. It is a growing practice served by three physicians and a physician's assistant.

"We are thrilled with the results we have seen by utilizing this product. While I knew the mPay Gateway application would help, **I would never have predicted the immediate success we have had with the mPay Gateway Software.** The overwhelming majority of patients are positive about the change and our staff have been extremely receptive."

**"In addition to decreasing the patient accounts receivable by 50% and reducing our bad debt run rate, the practice is now saving both hard and soft costs because they are mailing fewer statements.** Previously the staff would send each patient an average of two to three statements, which are costly to produce and mail."

"The simplicity of the mPay Gateway software makes it easy for the staff to talk to the patient about payment and fits nicely into the patient encounter workflow. Today, patients express how happy they are to walk out of the practice knowing they have already addressed all of their financial obligations. **I highly recommend this product to any practice looking for a better patient experience and a much more effective patient collection process.**"

### Obstetrics and Gynecology Clinic Sandra K, Administrator

This clinic is an Obstetrics and Gynecology clinic and serves an average of 250 patients a day across its four locations. It currently has twelve physicians and 6 Nurse practitioners.

**"mPay Gateway has been a win-win for us and our patients.** It allows us to quickly inform patients of what they owe before the time of service and provides us with a much improved patient collection process. **We see this as the next step in technology because our patients are already paying more of their bills at the point of service instead of using the traditional back-end paper statement process.**"

"We authorize the patient's credit card but charge nothing until after the claim as been adjudicated. The patient can feel comfortable that we are charging the exact amount of dollars owed after the insurance company has finalized their payment. The guess work is gone. **We are very pleased with our decision to implement mPay Gateway and would highly recommend this product.**"

## Family Practice Clinic

### Adam B, Administrator

This clinic is a family practice clinic with fourteen physicians and a 24/7 urgent care facility. There are 115,000 patient visits per year.

“Currently 25% of our revenues come directly from the patient and the remaining 75% come in via a contracted and/or guaranteed relationship. The amount due from patients is not guaranteed or contracted. **There is a huge benefit to have 25% of all payments authorized through mPay Gateway.** “

“**A top priority for us is the need to reduce our bad debt.** Our practice had a 30% increase in the bad debt of patient payments in 2008. In total, the amount of bad debt for 2008 was approximately \$600,000--- if we can reduce that number in half, we will be extremely happy.”

“The onetime benefit of drastically reducing the days in A/R will be advantageous from a cash flow perspective. Given the uncertainties in today’s economy, **there is a tangible benefit when you receive patient payments in 15-20 days, instead of 30-50 days.** “

“With mPay Gateway we will **eliminate the waste and inefficiencies in sending multiple invoices to patients.** Any opportunity to reduce or eliminate administrative expenditures means more resources and funds for medical treatment and the shareholders.”

## Urgent Care Clinic

### Vanda R, Manager, Patient Financial Services

This urgent care clinic has 18 locations and sees 300,000 patient per year. The main objective for our Patient Financial Services department in 2009 is to **focus on moving our patient collection process from post visit billing to collecting at the point of care.** Our goals with this change include: **reducing patient bad debt, reducing our patient accounts receivable days outstanding, eliminate patient billing statements and improving patient experience.** We have seen a tremendous shift toward more patient payment responsibility. In an urgent care environment, co-pays and patient deductibles are often unknown by the patient. Our current system and process needs to be improved.

**We choose mPay Gateway because it provides us the capability to:**

1. Obtain the patient’s authorization of payment for the full responsibility at the point of service
2. Collect co-pay amounts immediately
3. Collect the post insurance claim remainder without having to send a statement to the patient
4. Enhance the patient experience by eliminating the post visit statement complexities and concerns

**Although we only recently implemented the mPay Gateway system, our success to date has been excellent.** The mPay Gateway team has been wonderful to work with and we are truly looking forward to exceeding all our financial and patient experience goals.