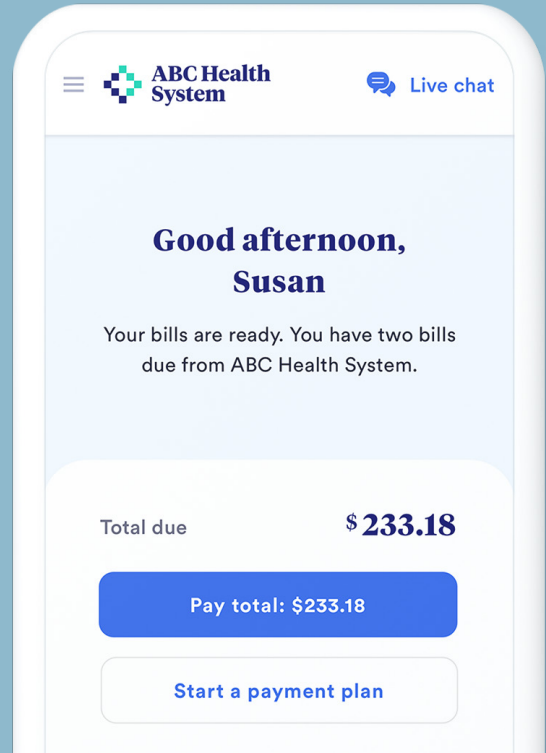




Cedar Pay

The patient-first billing and payment solution with proven results

Cedar Pay helps you succeed in a world where patient collections have become crucial to healthy balance sheets. Our platform personalizes the post-visit billing experience to drive meaningful engagement, guiding patients to self-service payment and balance resolution.



Key benefits

Provide the most frictionless online bill pay experience

Remove barriers to engagement and payment with personalized outreach, secure guest checkout, easy-to-understand statements and flexible payment options.

Help patients help themselves

Give patients self-service solutions beyond payment with features like denials notifications, insurance capture, live chat, data-driven discounting and payment plans.

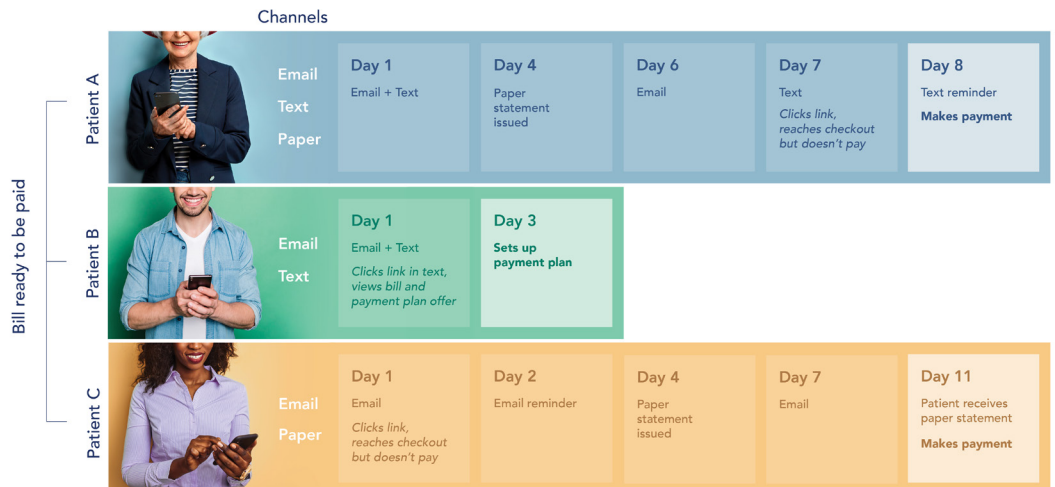
Continuously improve the patient billing experience

Use the cloud-based billing platform that's always learning and leverages data to reach patients in the most compelling ways possible.

How it works

1 Dynamic dunning, effective outreach

Tailor billing communications based on channel preference, invoice-specific data, digital engagement behavior and optimal delivery day and time. Our platform leans into digital outreach methods including text message, email and ringless calls to drive engagement while yielding high patient satisfaction.



2 Readable statements designed to engage

Drive more patients to the checkout page by making it easier for them to understand their financial responsibility. Our patient-centric statements are designed with accessibility and empathy top of mind, surfacing the most important information for patients to demystify the billing process.

- Physician and facility bills all in one place
- Visit-level statements with explanation of coverage
- Plain language billing code descriptions

3 Individualized pathways to resolution

Give every patient a billing experience that's right for them. Our platform combines EHR or billing system, demographic and external data to dynamically surface payment options and balance resolution workflows that accommodate the needs of your patients.



Susan

Age group: 65+
Invoice type: BAI
Med. HH income: \$125-150k

Good afternoon, Susan

Your bills are ready. You have two bills due from ABC Health System.

Total due **\$233.18**

Pay total: \$233.18

Start a payment plan

More payment options

Select bills to pay

Pay partial amount



Alex

Age group: 25-35
Invoice type: Self-pay
Med. HH income: \$50-75k

Good afternoon, Alex

Your bill is ready. You have one bill due from ABC Health System.

Pay over time, on your own terms

\$211.80 / mo 6 payments

012 months

Start plan

- ✓ Interest free
- ✓ Get more time to pay
- ✓ Flexible payments

< Back to your bills

ABC Health Center

November 20-23, 2019 | Surgical

Current balance
\$302.78

Insurance applied

Ready to pay

Make a payment

Balance breakdown

Pre-Insurance Total	\$9,884.84
Insurance Covered	-\$9,582.06
Current Balance	\$302.78

Bill activity

- Nov 20-23, 2019
 - Visit to ABC Health Center
- Jan 4, 2019
 - Bill sent by text message
- Jan 10, 2019
 - Bill sent by email

View more activity

Bill details

Below are all the types of services you received during your visit. Select to view more detail.

Anesthesia	1 charge	▼
Coronary Care Unit	1 charge	▼
CT Scan	1 charge	▼
Laboratory	10 charges	▲

November 20, 2019	
Chemistry	\$101.00
Immunology	\$0.00
November 21, 2019	
Chemistry	\$44.00
Bacteriology and Microbiology	\$94.00
Hematology	\$70.00
November 22, 2019	
Chemistry	\$318.00
Hematology	\$35.00
November 23, 2019	
Chemistry	\$35.00
Immunology	\$101.00

Balance resolution features

- Self-select payment plans
- Data-driven discounting
- Denials notifications/navigation
- Insurance capture
- Live chat

Proven results

70%

digital self-service payments

30%

increase in patient pay collections

88%

patient satisfaction



Learn more at cedar.com