



PayJourney

With you every step of the way

“We were able to successfully accomplish what we set out to do. We significantly accelerated cash collections and improved the patient financial experience.”

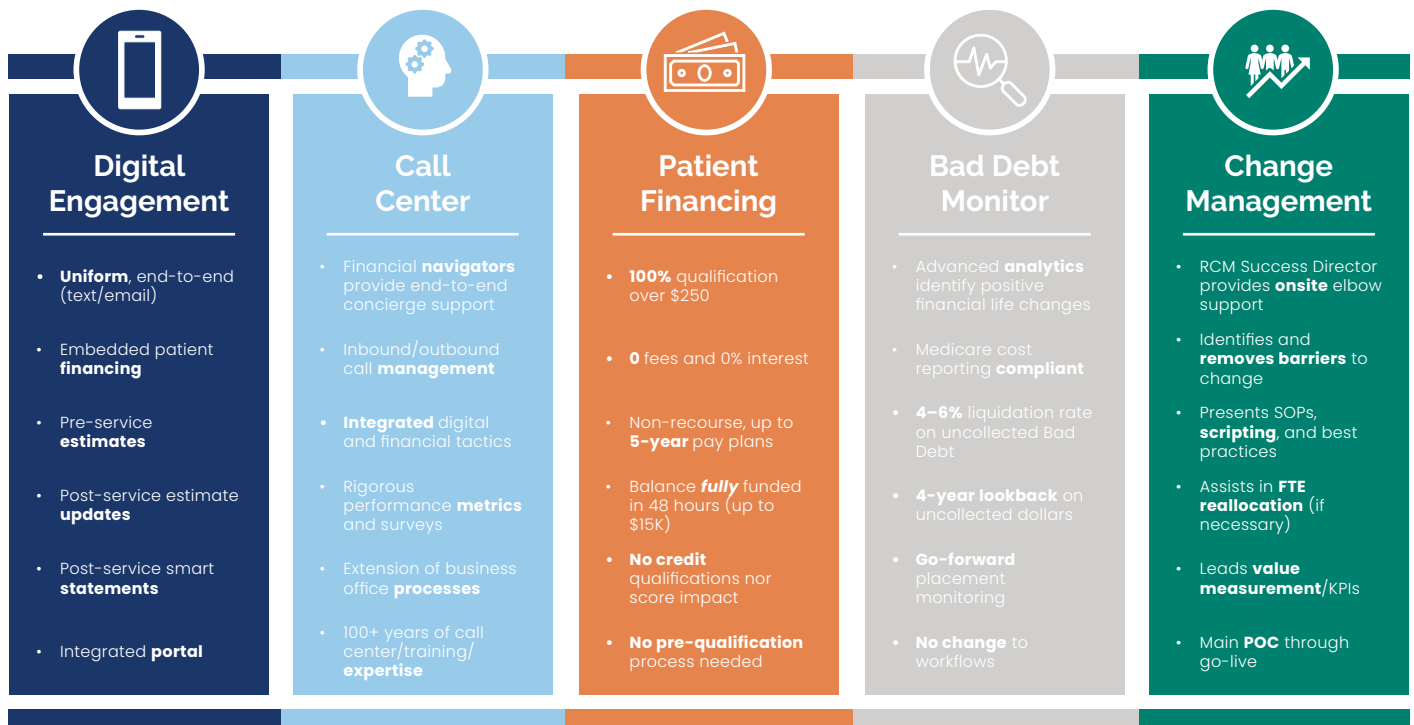
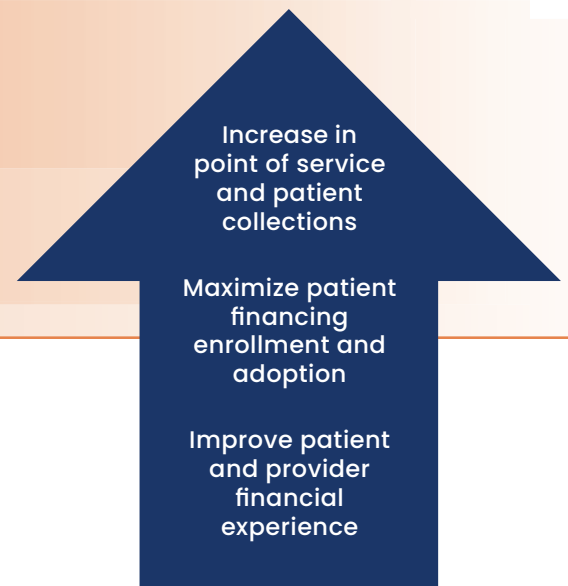
— John Mallia, Interim CFO, Arnot Health

PayJourney

The industry's first end-to-end concierge service designed to improve the patient and provider financial experience—all while maximizing collection results

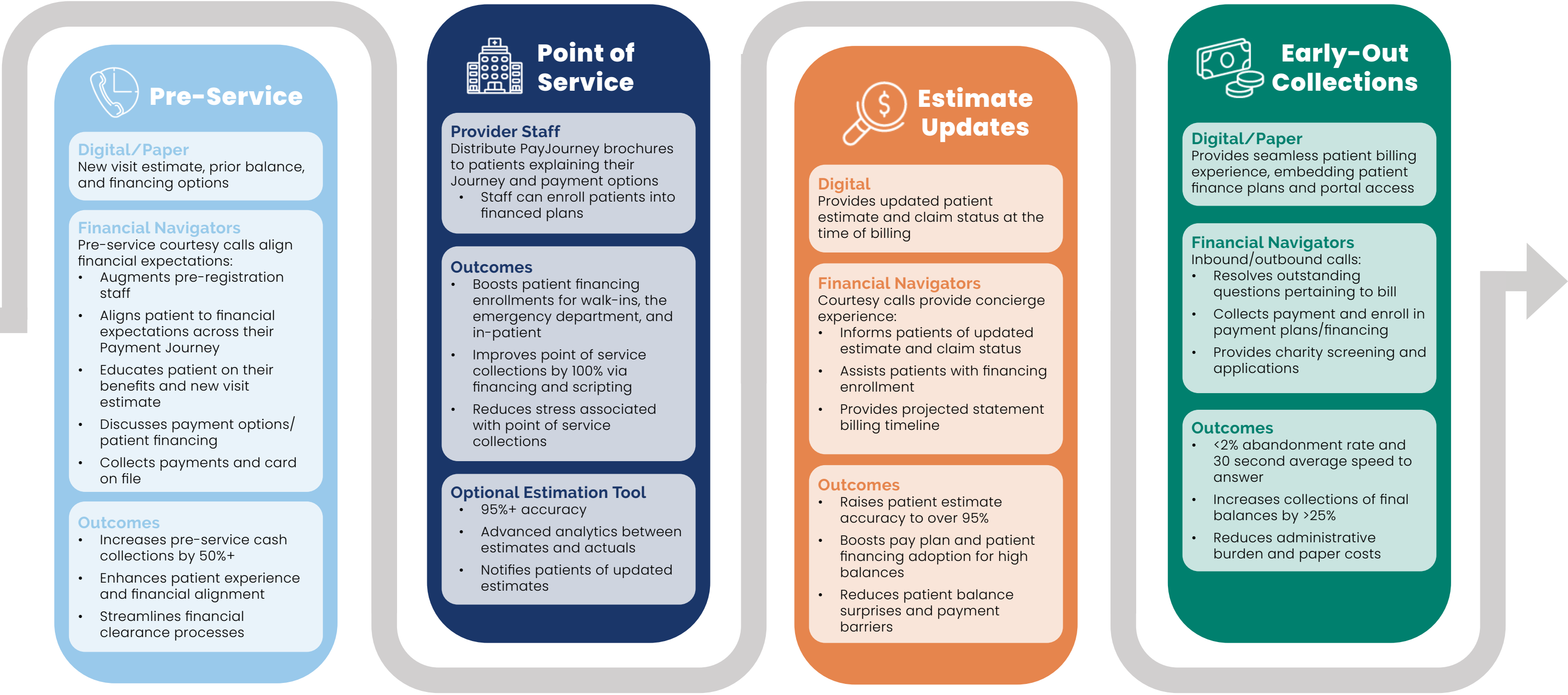
PayJourney was purpose-built to provide end-to-end financial navigation to patients through consistent digital and call center engagement. It educates patients on their insurance benefits, how the process works, and expected versus actual costs while offering the most affordable payment options.

The core pillars of PayJourney include:



PATIENT ACCESS

POST-SERVICE



OPTIONAL NON-RECOURSE FINANCING

Frost-Arnett partners with PayZen to provide enhanced patient affordability while increasing recovery rates by 32% on average.

- Designed for patients who need extended payment options
- Increases collections on higher balance accounts
- No interest or fees and 100% enrollment regardless of creditworthiness
- Frees up time and capital by eliminating the need for in-house plans
- Embedded in PayJourney patient portal: fully embedded experience via Epic MyChart or APIs

100%
of PayZen clients would integrate with PayZen again

Rated A+
on "Likely to Recommend"

100%
of PayZen clients surveyed said PayZen keeps all promises

Rated A+
on "Executive Involvement"

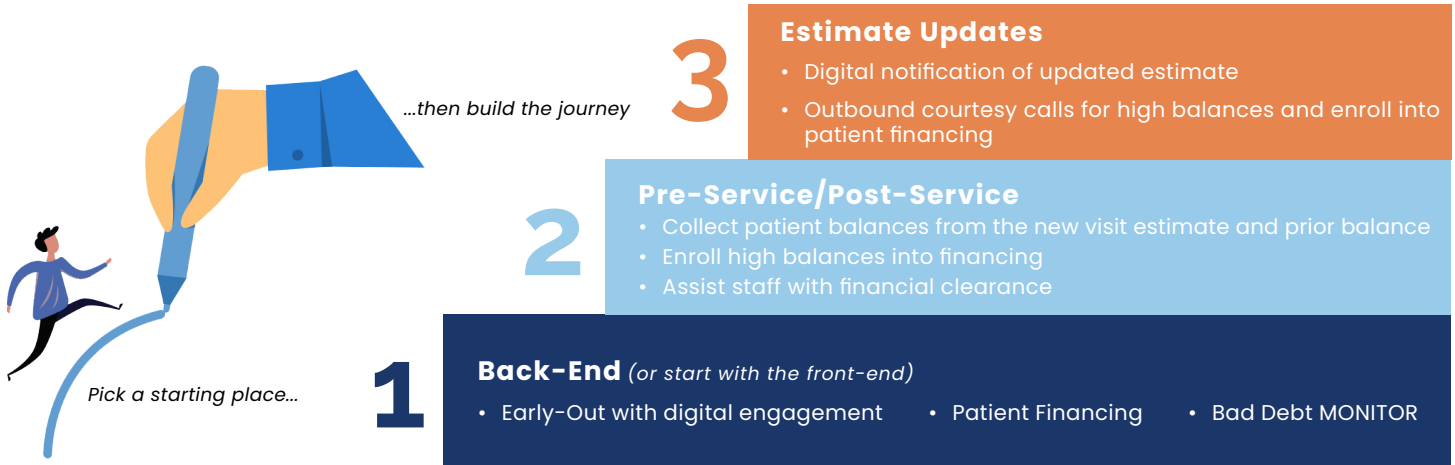
100%
of PayZen clients surveyed said PayZen is part of their long-term plans

Rated A+
on "Delivery of New Technology"



IMPLEMENTATION

All PayJourney features can be a-la-carte and phased in as desired.



- Go-Live in as little as 2–6 weeks
- Minimal IT implementation resources required
- Tailored to your specific business needs
- PayJourney Change Management reduces client level-of-effort

CHANGE MANAGEMENT

Beyond implementation, our change management service is a separate offering that improves outcomes and optimizes relevant workflows by increasing oversight bandwidth.

DEDICATED RCM SUCCESS DIRECTOR



- Tenured experience leading RCM transformation projects
- Leads assessment, provides recommendations, spearheads implementation and readiness

OPTIMIZE WORKFLOWS



- Financial clearance, estimation, and point of service collections
- Best practice scripting, standard operating procedures, and policy recommendations

VALUE MEASUREMENT



- Establishes objectives and key results
- Identifies KPIs to measure value
- Executes executive prerogatives
- Post-Go live KPI monitoring and presentation

OPERATIONALIZE



- Provides onsite support and assists leadership in creating new best practice workflows, job descriptions, standard operating procedures

Our areas of expertise include the following:

- Early-Out
- Bad Debt
- Insurance Follow-Up
- Customer Service
- Pre-Service
- Registration & Estimates
- Prior Authorizations
- Insurance Discovery
- Consulting



Scan above to learn more about our complete line of services

info@frost-arnett.com | frost-arnett.com