

Inovalon Patient Payment

Cloud-based patient payment management software that offers flexible, 24/7 payment options and automation tools to accelerate collections for healthcare providers.

<https://www.inovalon.com>

Overview

Inovalon Patient Payment Management™, formerly ABILITY SECUREPAY, is a comprehensive, cloud-based software solution designed to simplify the payment process for patients, residents, caregivers, and healthcare providers. As part of the Inovalon ONE® Platform, it aims to increase revenue capture and enhance patient satisfaction by offering a wide array of convenient and secure payment options.

Key Features and Capabilities:

Flexible Patient Payments: Accepts credit, debit, HSA cards, checks, cash, contactless payments, and digital wallets at the point-of-service, online, by phone, text, or email.

24/7 Mobile-Friendly Portal: Provides a secure, branded payment portal accessible anytime, anywhere, with no login or password required for quick payments.

Automated Payment Plans: Allows patients to set up flexible, customized payment plans and save cards or bank information on file for automatic recurring payments.

Business Office Efficiency: Streamlines back-office tasks with batch payment uploads, real-time payment tracking, posting, reconciliation, and electronic processing of refunds and credits.

EHR/Billing System Sync: Automates the posting of payments by syncing with existing Electronic Health Record (EHR) or billing systems, reducing manual rework.

Security: Features PCI-validated P2PE (Point-to-Point Encryption) to protect cardholder data at the point of interaction.

Target Users and Use Cases:

Target Users: Healthcare Providers, Hospitals, Health Systems, Skilled Nursing Facilities, and their Revenue Cycle Management (RCM) staff.

Use Cases: Accelerating patient collections, improving cash flow, reducing bad debt, minimizing staff time spent chasing payments, and enhancing the overall patient financial experience.

Key Features

- 24/7 Mobile-Friendly Patient Payment Portal (No Login Required)

- Flexible Payment Options (Card, Check, Cash, Contactless, Digital Wallets)
- Automated/Customized Payment Plans & Card-on-File
- Point-of-Service (POS) Payment Processing
- Text-to-Pay and Email Payment Links
- Real-Time Payment Tracking, Posting, and Reconciliation
- EHR/Billing System Sync
- Electronic Refunds and Credits

Pricing

Model: enterprise

Custom pricing structure, not publicly disclosed. It is a subscription-based SaaS solution, typically requiring a demo request for a quote.

Target Company Size: medium, enterprise

Integrations

EHR/Billing Systems (Sync), Inovalon Patient Statement Management, PointClickCare

Compliance & Certifications

HIPAA, HITECH Act, PCI-validated P2PE

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