Changing how patients manage the cost of health care

Transforming patient financial engagement

As patients have become increasingly responsible for the cost of their care, they are seeking a financial experience that is both seamless and stress-free. Patients want transparent pricing, affordable payment options and easy-to-use digital payment channels to help them navigate the financial side of their health care journey.

Cerner and Flywire are collaborating to provide a patient-centric financial experience that engages patients throughout their healthcare journey. Integrated into the *Cerner Consumer Framework*, this digital-first, self-serve experience leverages data analytics and machine learning to address patient affordability with personalized estimates and payment options.

Key benefits

- Integrated into the *Cerner Consumer Framework*

- Deeper user interface and workflow integration with tested releases and upgrades

- One bill across multiple accounts and entities

- Personalized estimates and payment plans

- Aligned implementation, sales and support teams to provide a streamlined experience

Consumer-centric financial engagement

Convenient, personalized financial engagement

Flywire takes the surprise out of medical bills by helping to provide a more clear understanding of financial responsibility prior to care and affordable, personalized paths to payment. The platform emails scheduled patients an appointment reminder informing them of their out-of-pocket expenses. They can then make an initial payment or self-select a payment plan that meets their individualized needs.

By streamlining a previously cumbersome and highly manual process, Flywire grants health systems the ability to extend transparency to all scheduled patients, supporting efforts to increase collections, decrease no-shows, and reduce staff workloads.

Financial care matching financial need

Using a predictive analytics engine, patients will receive personalized communications and payment plan offers to meet individual needs. which can help health systems in their efforts to increase patient satisfaction and reduce collections costs.

Proactive engagement through the patients' preferred communications methods— email, text messages (SMS), and/or paper statements--drive patients to a modern, self-service digital experience. Once there, they can view all their statements for a particular provider and pay their healthcare bill either immediately or by taking advantage of a personalized payment plan.

About Flywire

Flywire's responsive billing and payments platform leverages deep analytics to understand a patient's capacity to pay, their preferred method of communication, and where they are in their healthcare journey, placing them on their best path to financial success.

About Cerner

We're continuously building on our foundation of intelligent solutions for the health care industry. Our technologies connect people and systems, and our wide range of services support the clinical, financial and operational needs of organizations of every size.

Contact us

revenuecycle@cerner.com

816.221.1024

cerner.com

2800 Rock Creek Pkwy.
Kansas City, MO 64117