



NORDIS HELPS CONVERGENT DELIVER SPEED & ACCURACY TO PATIENT COMMUNICATIONS



“With Expresso and ExpressoPay, I’ve onboarded multi-hospital healthcare systems with tens-of-thousands of patient files in less than a week, with customized documents featuring each hospital’s logos and designs, personalized patient communications, and a branded payment portal.”

Brian Smith

Statement & Letter Manager, Convergent

- + Client since 2011
- + 80% of ExpressoPay users chose the one-time payment option
- + Expresso, ExpressoPay, Print & Mail
- + 3 million+ statements/bills and letters processed annually



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The Challenge

Convergent Revenue Cycle Management struggled to find a print/mail partner that consistently produced error-free patient statements, bills and other financial documents and delivered them on time. As the face of patient collections and related correspondence for its hospital clients, Convergent needed much greater control over the pace and quality of crucial patient communications.

The Solution

Convergent turned to Nordis Technologies to better manage the entire cycle of communications and payments for its provider clients. With Nordis’ cloud-based **Expresso®** solution, the company quickly and easily develops hospital-specific patient statements and collections correspondence. Nordis then produces and mails the patient billing statements while optimizing Convergent’s postage costs.

Convergent also uses **ExpressoPay®** for online payments and recurring rules-driven payment plans, creating branded and customized payment portals for each provider. To provide excellent customer service, Convergent’s call center staff uses the **Expresso** application to instantly retrieve a patient’s statement to review on a call – a process that once took minutes, if the document was available at all.

“Considering the pace and competitive nature of this industry, I need to be in control. Waiting on someone else does not work,” says Brian Smith, Statement & Letter Manager for Convergent.

Benefits

- + **Reliability.** More than 100 hospitals trust Convergent and its expertise with the **Expresso®** platform.
- + **Quality.** Convergent reports a dramatic increase in quality output – 100% accuracy with Nordis Technologies.
- + **Speed.** ExpressoPay’s secure one-time payment option speeds collections, enabling secure payments.
- + **Patient Satisfaction.** ExpressoPay’s enrollment functionality provides patients a more satisfying payment experience, including viewing statements online and storing preferred credit card or ACH accounts. Rules-driven payment plans can be configured to each hospital’s guidelines.
- + **New Service.** Improved patient services and expanded client offerings.
- + **Continuity.** Always on, cloud-based technology and two production facilities ensure 24/7 business continuity.