

UPA increased payments by 43% with mobile billing

 SPECIALTY

MULTI-SPECIALTY

 PROVIDERS

500+

 LOCATIONS

100

 PM/EHR

GREENWAY



The Goal

The University Physicians' Association (UPA) sought to streamline their payments and billing processes to simplify charge posting and reduce patient phone calls.

With over 500 physicians across East Tennessee depending on UPA for Revenue Cycle Management (RCM), their VP, Christy Bailey, knew it was time to improve efficiency.

Managing multiple specialties with unique billing needs required a partner sophisticated enough to handle their complex customer base.

As patients absorb more financial responsibility, collecting balances becomes more difficult, leading to extended revenue cycles and even bad debt.

"We needed a partner with the flexibility to handle 100+ physician groups and the integration to make it seamless for our billing staff."

Key Wins

60%

Of patient payments made online

10%

Reduced A/R days by 10%



The Solution

For UPA, a patient-centered billing experience required catering to diverse demographics. They needed self-service tools like mobile payments for patients who prefer digital access while still supporting those who prefer phone interactions.

The Relatient Difference

Relatient's Dash Pay solution enabled UPA to achieve their goals while streamlining back-end operations.

Now, UPA staff can process a single payment and apply it across multiple balances without switching between programs.

The bidirectional integration with Greenway ensures mobile payments are auto posted to the correct accounts, as specified by the patient, something many payment solutions lack.

For RCM leaders like UPA, managing payments for hundreds of physicians requires consistency across the board. Digital tools like Dash automate the process, ensuring payments are distributed fairly and efficiently across all physician groups.



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With Dash®, we give each patient a unique payment link via text and email, and when they click on the link it shows them all their current balances and empowers them to indicate where they want to attribute their payments.



Christy Bailey
Vice President
University Physicians' Association