Since 2008, Payor Logic has worked in concert with its clients to develop a cost effective way to manage the new self-pay. This five-step process ensures a consistent workflow to increase self-pay net collections. By following these five steps, healthcare providers and billing companies reduce headaches associated with their self-pay receivables.

**SEGMENT Patient Accounts**
- **When?** As soon as an account is identified as self-pay.
- **How?** Batch or API.
- Using advanced analytics, you know with high percentage of accuracy which self-pay patients will pay their healthcare bills—and which won’t.
- Knowing likelihood to pay before the first statement is sent segments your self-pay accounts and builds consistent workflows according to your internally defined processes.

**SCRUB Demographics**
- **When?** Pre-Registration or real time at registration, if possible.
- **How?** Batch or API.
- Without accurate patient information upstream, all back-end processes become significantly more complicated and costly as bad data flows downstream. Demographic attributes including name, address, date of birth, phone number and social security number are paramount for both insurance and self-pay accounts.

**SEND Statements**
- **When?** Immediately following patient segmentation.
- **How?** Batch or API.
- Merge segmentation with a new statement strategy to reduce costs, increase revenue and optimize workload.
  For example, some patients will receive only 1 to 2 statements, while others may receive up to 3 or 4.

**SCREEN Insurance Eligibility and Discovery**
- **When?** At first encounter whether account creation or first acceptable opportunity. Every patient is self-pay until proper coverage is verified.
- **How?** Batch or API.
- Verify if insurance on file or presented is active and if your service type is covered. With no insurance on file, leverage our technology to determine of coverage exists and was missed.

**SURVEIL Self Pay for Insurance**
- **When?** 30, 60, 90 days post billing.
- **How?** Passive process with no effort on your part.
- Allow Payor Logic to determine if a change in government or commercial coverage has occurred post billing. We can protect this low hanging fruit from being identified by your collection agency at a high contingency rate.