

7 TIPS FOR WHEN NEW PATIENTS CALL WITH INSURANCE & PAYMENT CONCERNS

Patient Prism® is so much more than a call-tracking company. While many companies record phone calls, only Patient Prism identifies missed opportunities and teaches your team how to win them back.

HAVE A TRANSPARENT WEBSITE THAT **EXPLAINS YOUR PAYMENT OPTIONS.**

- Clearly communicate payments, financing, and insurance options on your website.
- Show you have custom payment plans that fits the caller's needs.
- Show you offer third-party financing and handle in and out of network insurances.





MAKE SURE YOUR TEAM TRULY UDERSTANDS PAYMENT OPTIONS AND **CURRENTLY ADVERTISED SPECIALS.**

- Staff members must be prepared to close the deal and schedule an appointment during the call.
- All team members need to be well versed in your payment options and dealing with insurance problems.
- Staff members need to know what your advertising is promoting and any special fees you are currently offering.

MENTION HOW YOU HELP UNINSURED PATIENTS PAY FOR THEIR CARE.

- It's good to have a reminder card listing your payment options and new patient specials. • Mention your competitive fees, new patient
- specials and overall costs. • Be as empathetic and helpful as possible,
- especially if the patient needs urgent treatment.





ABOUT OUT-OF-NETWORK PLANS. • Let patients know you can help them with out

CONFIDENTLY ADDRESS CONCERNS

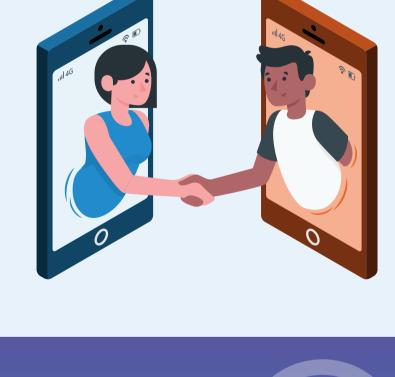
- of network plans. • Reassure the callers that this is something you
- deal with consistently. • Let them know you've heard of their plan before.

"How much will my insurance cover?" is one of the most frequent questions you'll get. • Give them an estimate and tell you'd love to do further research for them.

OFFER A COMPLIMENTARY

BENEFITS CHECK.

- Insurance verification will enable you to call back
- and delight the new patient with your follow-up.





AND HELPFUL AS POSSIBLE. • Let them know you understand their pain and can help them as fast as possible.

TREATMENT, BE AS EMPATHETIC

IF A NEW PATIENT NEEDS URGENT

provide flexible payment options. • Show that you have an in-house benefits plan and

• Explain how you can maximize their insurance and

- encourage callers to sign up.

PATIENT FEE, YOU'VE GOT THIS! • Let callers know it's okay if they don't have insurance coverage. • Being empathetic and helpful is your top priority.

- Always encourage interested callers to take an action.

Are you ready to increase booked appointments by your team

Don't waste any more time or spend more on marketing to make the phones ring if you can't answer them.

handling all new patient phone calls better?

Book a demo today: patientprism.com/schedule-demo



For more information, call Patient Prism at **(800) 381-3638** or visit us at www.PatientPrism.com