

# CONSUMERS WANT FINANCING OPTIONS HOW ACCESSONE AND PNC CAN HELP

Since consumers are paying more out of pocket for healthcare, they have a greater need for assistance in meeting their financial responsibilities. To help you meet the changing consumer demands for repayment options, PNC is working with AccessOne, an industry leader in innovative and proven patient financing solutions. This showcases PNC's continued commitment to offering solutions that cater to consumers while helping you improve your financial performance.



## How AccessOne's Innovative Financing Solutions Can Benefit Your Consumers



### FLEXIBILITY

Develop a payment plan program that fits their financial needs.



### COMMUNICATION

Use consumer-friendly statements and communications, helping them to understand their out-of-pocket responsibilities.



### ACCESS

Give them access to their payment plan information from their personal devices and an online portal.



### SUPPORT

Answer their questions about their payment plan program with extended call center hours and 24/7 IVR access.

## What Sets the AccessOne Solutions Apart



### CONFIGURABLE

AccessOne offers a range of consumer programs and provider funding models to help meet your organizational and financial goals.



### ENHANCED SOLUTION OFFERING

AccessOne's range of solutions give you the opportunity to meet the diverse needs of your market, improve the individual consumer experience and build loyalty.



### INDUSTRY LEADER

AccessOne was named Category Leader for Patient Financial Services in the 2020 Best in KLAS report.

## More Options for Consumers and More Funding Options for You

### CHOICE

Choice includes payment plan packages designed to fit the needs of your consumers:

- Flexible 0% and low interest options
- The ability to request lower monthly payments when necessary
- Outreach capabilities that can meet future community needs

### FLEX

Flex provides 0% interest programs for your consumers:

- 0% interest payment
- Plan terms from 0 to 60 months
- Customizable terms and interest rates

## PNC Can Help to Enhance Staff Efficiency

Once you are engaged with AccessOne's patient financing solution, PNC can help to provide support and create efficiencies through our:

### ONBOARDING EXPERIENCE

PNC works with you to implement, organize and manage your consumer file transmissions, allowing for rapid payment plan enrollment with AccessOne.

### ONGOING DATA MANAGEMENT SUPPORT

PNC will provide data transmission support and servicing, helping promote and streamline data transmission efficiencies for consumer account setup. With simplified data management processes, your staff may save time and resources.

## AccessOne Can Work with You to Improve Your Patient Financing Offering Through:

### WORKFLOW AUTOMATION

AccessOne's automated enrollment system can help minimize manual touches.

### SYSTEMS INTEGRATION

AccessOne can integrate with many electronic health records systems.

### CONSUMER MARKETING & COMMUNICATION

AccessOne provides you with marketing tools to promote payment plans to your consumer

## ...and Work to Improve Your Consumer Experience

### 24/7 SUPPORT

AccessOne has extended call center hours and 24/7 IVR.

### AN INTUITIVE PORTAL

Consumers have the option to access and manage their AccessOne accounts online.

### EASY-TO-UNDERSTAND COMMUNICATIONS

AccessOne's call center has access to over 210 languages to provide language options and support to consumers.

### CONSUMER-FRIENDLY STATEMENTS

AccessOne employs design best practices to help consumers understand what they owe and how to pay.



**This collaboration showcases PNC's continued commitment to offering solutions that cater to consumers while helping you improve your financial performance.**



### READY TO HELP

To learn more about how PNC Healthcare can deliver ideas, insight and solutions to help you move your business forward, contact your Relationship Manager or visit [pnc.com/healthcare](https://pnc.com/healthcare).

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