

Q What does Priority PayRight Health Solutions do?

A Priority PayRight Health Solutions helps optimize payment acceptance, offers patients new ways to pay, and streamlines back-office processes so healthcare and home care providers can focus on patients instead of paperwork.

Q What patient payment options are supported?

A **EPAY** // Offers patients a HIPAA-compliant and secure online place to pay with a credit card, debit card, FSA/HSA card or ACH/eCheck. It is also mobile-enabled, so payments can be made right away on a mobile phone or tablet made from the car, from home, or any point in between. ePay makes it easier than ever to collect patient payments while social distancing rules are in effect.

PAYMENT MANAGER // Ensures staff can track payments received, send invoices, set up payment plans, send messages and more whether they are in the office or telecommuting from home. Payment Manager can also be used as a front-desk solution to collect co-pays at point-of-service, or as a back-office solution to take payments by mail or phone, to keep account information vaulted to collect patient pay portions after insurance adjudication. or set up payment plans to collect payments over time.

INTEGRATION ENGINE // Acts as a middleware between EHR/PMS systems and Priority PayRight systems so staff spends less time redundantly entering data. Integration Engine automatically syncs patient records and updates the EHR/PMS system to record credit, debit or check payments received. It is ideal for practices that have a locally-installed EHR/PMS system and are using a stand-alone payment solution. Use Integration Engine to enable an integrated processing experience without the expense or time investment required to upgrade legacy systems or do a direct integration.

Q Does a currently boarded merchant need a new MID?

A No. Simply add Priority PayRight as a new equipment type to the existing MID in MX ISO/Agent.

Q How do I enable Priority PayRight Health Solutions for an existing or new Merchant?

A Once you've added Priority PayRight as an equipment type in MX ISO/Agent, simply complete the Priority PayRight Merchant Setup Form and return it to sales@payrighthealth.com for prompt processing.

Q What is the buy-rate for Priority PayRight Health Solutions?

A Please refer to Schedule A pricing in MX ISO/Agent Folder>Priority PayRight Health Solutions.

Q How do I price merchants who choose to use Priority PayRight Health Solutions?

A Price the account as you normally would for Credit, Debit and ACH services. On the Priority PayRight Merchant Setup Form, indicate whatever additional transaction fee, basis points, and monthly fees you wish to charge the merchant for using Priority PayRight. As compensation, you will earn the difference between merchant fees and your buy rates as net income from the program.

Q What hardware is supported for in-office payments?

A Once you have signed up for Priority PayRight services, you can order your hardware online at our partner website (<https://buy.tpgpos.com/payrighthhealth>).

Q Where can I learn more about Priority PayRight Health Solution products and services?

A Visit the PayRight Health Solutions link under Partner Products on the University page of our corporate website (<https://prioritypaymentsystems.com/priority-university>), where you will find marketing collateral, product demo videos, a setup request form and more.

Q Who should I contact with questions?

A Our Relationship Management team can answer your Priority PayRight Health Solutions questions. Email them directly at RMTeam@pps.io or call (844) 225-2674.