

# Streamline Patient Communications and Payments

Managing and delivering patient communications and billing statements doesn't have to be time-consuming, complicated and costly. Our cloud-based Espresso™ platform let's RCM companies quickly and easily onboard new clients, adapt to changing business conditions and offer the latest omnichannel engagement options to patients.



With our simple-to-use yet powerful Espresso platform, you can create, change, approve, produce, and distribute print and electronic statements, letters, text messages and email in just minutes.

Add the secure EspressoPay® Payment Portal for online bill presentment and digital payments via your method of choice, including ACH, debit, or credit cards.

Improve patient experience with archive functionality, which gives you real-time access to historical documents in the cloud and allows agents to view correspondence when talking with patients.

Simplify vendor management for your print and digital communications with Nordis print & mail services, including integrated real-time variable printing, text messaging, email and data processing.

***"Getting letters set up no longer slows down our implementation... It's simply a line item we handle ourselves, and it happens quickly."***

**Jeff Nieman**  
CEO, Meduit

## Transform Your Business

### **Speed provider onboarding**

Create branded, customized statements, letters and other print and digital communications for new clients and/or programs in just days instead of weeks or months.

### **Accelerate revenue**

Espresso means faster execution, plus options for secure digital communications while EspressoPay offers an option for fully integrated electronic bill presentment and payments. Save on print and postage costs while eliminating the lag time in receiving mailed payments.

### **Simplify compliance**

Our powerful dynamic rules engine will automate disclosure presentment. When revisions are necessary, Espresso will identify and adjust all affected documents, plus create an audit trail of content changes for future reference.

### **Reduce operational complexity**

As the number of your customers, brands and letter versions grows, Espresso keeps the process simple yet customized, removing risk with superior version control and automated workflows.

### **Enhance customer service and choice**

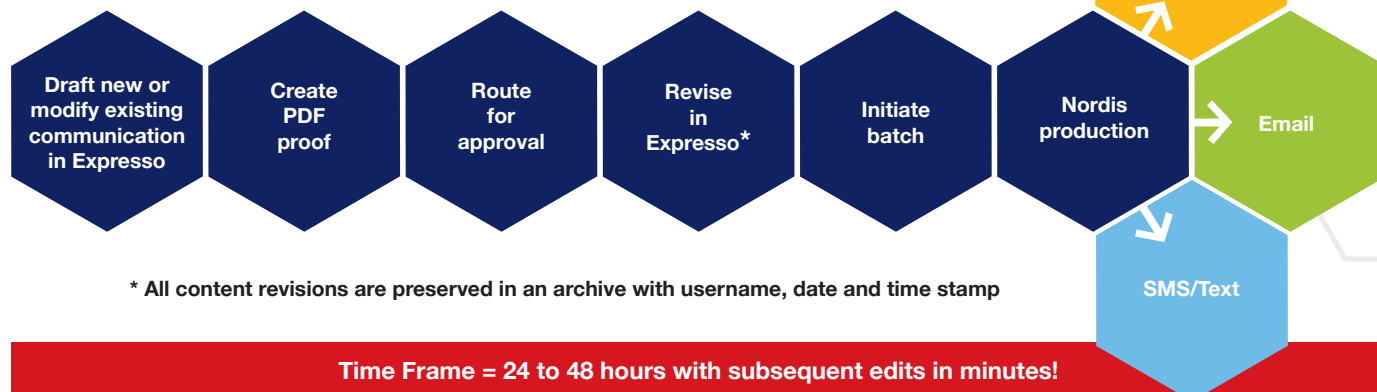
Improve engagement and response by enabling omnichannel communications and payments, plus provide real-time online access to all customer correspondence.

### **Leverage secure, industry-leading technology**

Our secure cloud-based, HIPAA-compliant software suite, with fully integrated text messaging, email, production and mail services, lets you take advantage of the latest customer communications management features and capabilities without major investments of your own.



## Streamlined Process



## Optimize and Automate

As a leader in solving complex communications and payment challenges with pace-setting technology, we have developed a full-service solution for critical, recurring communications.

### End-to-End Solution

Critical communications management and payments, plus print and mail production and distribution services, text messaging and email from a single dashboard



#### Cloud-based Platform

Scalable with 24/7/365 access



#### Powerful User Tools

Manage templates, content, documents, mailing packages, emails, text messages, data analytics and much more



#### Omnichannel Delivery

Offer the optimal patient experience by combining digital delivery options with printed mail



#### Advanced Integration

Multiple data file formats and production requirements streamlined into one automated workflow



#### Intelligent File Processing

Incoming batch file processing and automated return file results, including automated NCOA, CASS, IMb and ACS



#### Secure Production Facilities

Locations in Coral Springs, FL and Las Vegas, NV for fully redundant mail processing

## Governance & Certification:



**HIPAA**  
COMPLIANT



**SOC2**

TYPE II CERTIFIED



Please contact us for a demo.

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