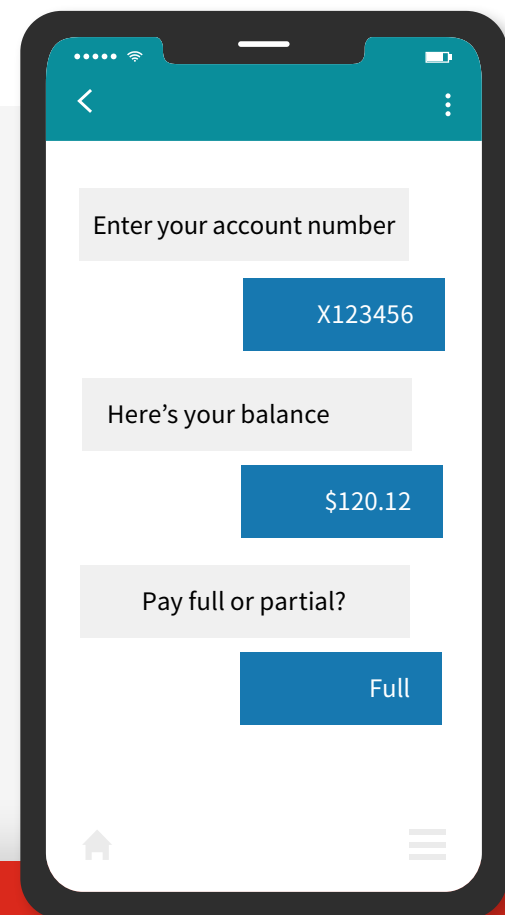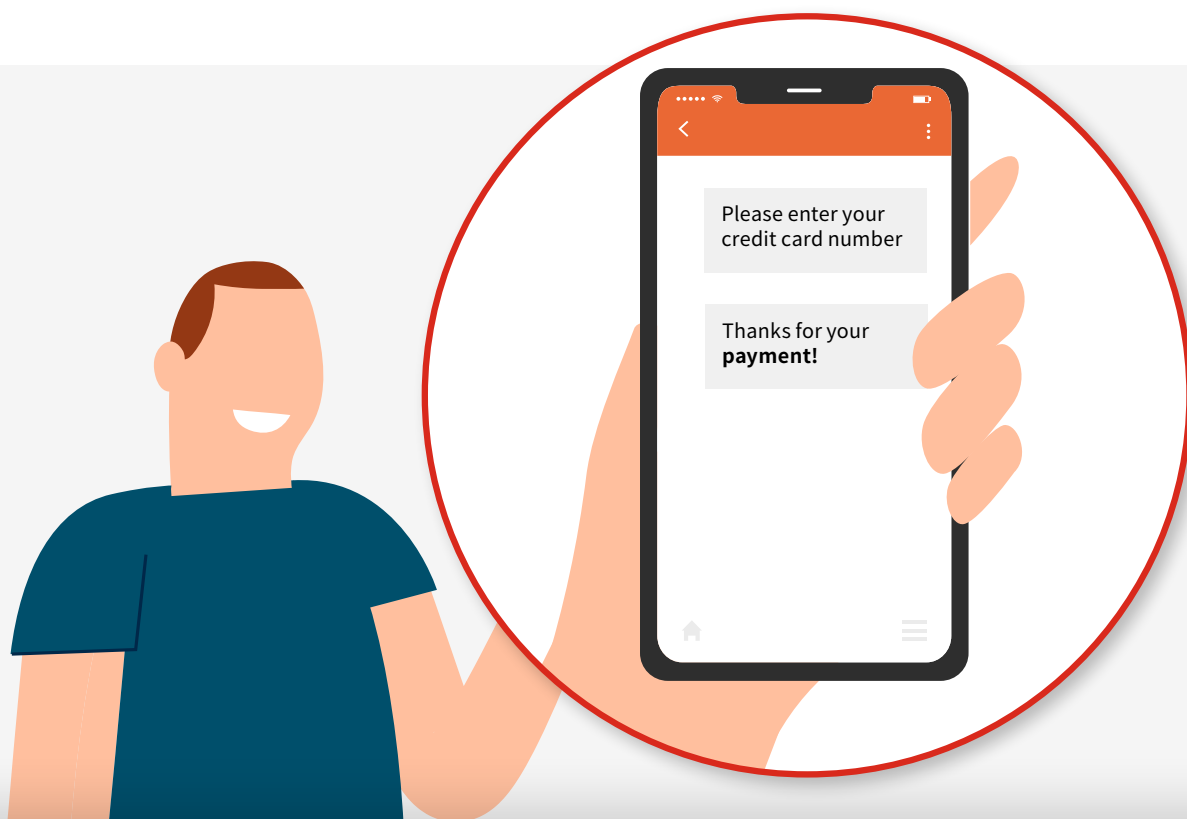# AVAYA | Experiences That Matter

Bill Pay Solution Powered by Avaya OneCloud™ CPaaS

Give your patients the ability to securely make payments by phone with bill pay powered by an interactive voice response workflow.

The bill pay application offers patients a convenient and simple way to make payments over the phone. Using an interactive voice response, the health system can personalize the patient experience in the tone of their organization. The bill pay app integrates directly with Epic. Patients can call anytime from anywhere, retrieve up-to-date balance information in real-time and make payments securely over the phone. Payments submitted are processed through InstaMed and posted back to Epic. The bill pay app offers a seamless experience for the patient and additional collection opportunities for the health system, while freeing up health system agents to focus on patient care. It includes multi-language support and also supports SMS and web chat. Bill pay is HIPAA and PCI compliant.

If you are interested in offering your patients the convenience of making payments by phone please contact **cpaassales@avaya.com** or visit **avaya.com/cpaas**