Billing Savi Automates Revenue Collection Process with Papaya

SAVI GROUP
Making the Business of Medicine Better

Billing Savi, a billing consultancy located in Orange, CA, provides billing, accounting and analytics services. The company works with practices throughout the lifecycle, from operational setup to growth to sale. In 2018, they helped a client sell their business for 10x yearly revenue.

Challenge

Savi's payment collection process was incredibly manual. After receiving a patient payment, Savi's billing staff would email password-protected files to clients, who then processed the payments and returned a receipt. Because the process required multiple steps with back-and-forth email, payments were often delayed or missed.

Solution

The Papaya portal streamlined the payment collection process. With Papaya, patient payments are collected directly in a secure portal where clients can access payments immediately for processing. Payment information and receipts no longer have to be sent back and forth, which not only resulted in a reduction of missed payments, but solved PHI and PCI issues. To top it off, Savi found that the number of payments collected increased while also reducing the amount of outbound calls required to collect payments.

Results

34%
payments collected
via the Papaya app

36%
mobile payments
within 2 weeks

38%
payments paid
within 2 weeks

36%
reduction of inbound
patient phone calls

"The decision to roll out Papaya to our clients transformed our company in the best way. We went from a manual to a more streamlined approach that not only improved processes for our clients, but for their patients as well. Papaya is a game-changer."

- Sumit Mahendru, Managing Director at Savi Group

Learn more about Papaya at PapayaPay.com/Partners or email hello@PapayaPay.com.
Learn more about Billing Savi at BillingSavi.com or call 714-648-0977 ext 306.

papaya