

# T.LINK<sup>®</sup>

Ortho | Banc

I N T E G R A T I O N

TeleVox and OrthoBanc have partnered to bring you streamlined payment options with the T.LINK online communications system. Through an integration with OrthoBanc, patients can use T.LINK to make convenient online payments directly to your office.

## How it works

- Using T.LINK, a patient makes an online payment to your office using a checking account or credit card
- OrthoBanc processes the payment on the next business day
- TeleVox sends the practice an e-mail notification of the payment
- The practice can check the status of all online payments on the Online Payment Report available on OrthoBanc's website
- All payments will be posted on the Deposit Statement Report available on OrthoBanc's website

## What payment options does T.LINK offer?

Patients can make a single payment from a checking account or by using a Visa, MasterCard, American Express or Discover card. Each practice controls which credit card options are available to patients.

## Can T.LINK process recurring payments?

OrthoBanc can draft recurring payments using any of the payment options. Contact OrthoBanc at 888-758-0585 to learn more about this option.

## How does the practice know that a payment has been made?

TeleVox sends an official e-mail notification every time a payment is made through T.LINK. The practice can review these payments at any time using OrthoBanc's Online Payment Report or Deposit Statement Report.

## How does the practice collect the money?

OrthoBanc deposits the funds directly into the practice's checking account according to a published weekly deposit schedule.

## What is the cost to the practice?

The practice pays OrthoBanc a small transaction fee for every online payment. If the patient pays with a credit card, the practice also pays the discount fee associated with that card. Please contact OrthoBanc for rate information.

## What is the cost to the patient?

The patient is not charged for this service unless their transaction fails due to a declined credit card, insufficient funds in their checking account, account changes or closures, etc. If a payment fails, the patient is charged a \$20 fee.

## What happens if a payment fails?

If a payment fails for any reason, OrthoBanc notifies the practice and contacts the patient to reschedule a draft date. This relieves the office of the unpleasant task of calling the patient about a missed payment.

# What else can OrthoBanc do for my practice?

## Instant credit analysis and payment plan recommendations

OrthoBanc gives offices the option of running quick, simple credit checks. These will not affect a patient's credit score while they give valuable information to determine payment plans.

## Payment drafting via ACH (check), credit card and flex spending accounts

OrthoBanc transfers a full deposit of funds into the practice's bank account within 4 business days. This method eliminates the need to create payment books or mail out costly monthly statements.

## Complete payment management including all patient contact/follow up

OrthoBanc will contact patients whose transactions fail, obtain new expiration dates on cards that expire during the payment period, and keep your office informed of payment progress. Patients also have access to balance information, payment history and printable payment receipts on the website. OrthoBanc averages a 99.4% on-time collection rate.

## Credit bureau reporting and collection service integration

Report delinquent accounts to all three major credit bureaus and encourage swift payment through demand letters from a 3rd party collection agency. Three collection levels are available at discounted collection rates for OrthoBanc clients.

## OrthoBanc is the answer to your patient payment needs.

## Call today to learn how to make your practice more efficient and profitable.

OrthoBanc offers seamless integration with these technology leaders:



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1.888.758.0585 [www.orthobanc.com](http://www.orthobanc.com)

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