

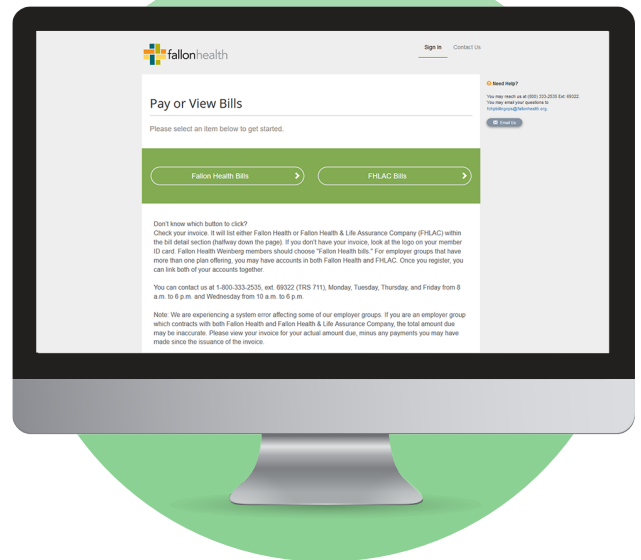
# Fallon Health Improves Operational Efficiencies and Customer Experience with Enhanced Payment Capabilities

Fallon Health was in search of an Electronic Bill Presentment and Payment (EBPP) platform to enable policyholders to make online payments. They required a solution to simplify payments, increase customer self-service, and improve operational efficiencies.

After switching to Invoice Cloud, Fallon Health realized several benefits, including:

- Boosted self-service, paperless and AutoPay adoption
- Increased customer satisfaction rates
- Improved collections efficiency
- Reduced workloads

*“Invoice Cloud delivered the flexible, self-service, online payment solution our members have requested. This solution has significantly decreased incoming billing related calls, improved our process and freed up our time to focus on other value-added activities for our members.”*



**Christina Farrar**  
 Manager of Billing  
 Fallon Health

## SINCE IMPLEMENTATION:

By The Numbers:



## 1—THE CHALLENGE

The inability to accept online payments was causing several challenges for Fallon Health. They needed to implement a digital payment platform that would innovate payments to improve operational efficiencies and increase customer satisfaction. Other challenges included:

- Limited self-service functionality
- No paperless or AutoPay options
- Absence of an e-payment option resulting in late payments and cancellations
- Considerable time spent on processing payments and reconciliation

## 2—THE SOLUTION

Fallon Health required an EBPP provider with a history of successful implementations that could help them quickly deploy an online payment platform to overcome their current obstacles. They chose Invoice Cloud as it provided everything they needed to:

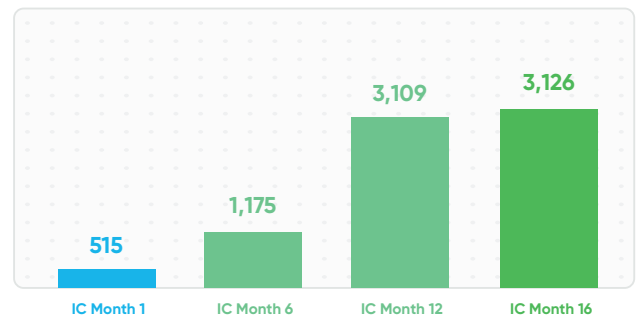
- Enable a better user experience to drive more digital payments
- Increase self-service with omni-channel payment options
- Decrease late payments with intelligent communications
- Increase e-adoption for more efficient collections
- Automate manual functions to save time and money

## 3—THE RESULTS

Since implementing Invoice Cloud, Fallon Health has realized significant benefits, including:

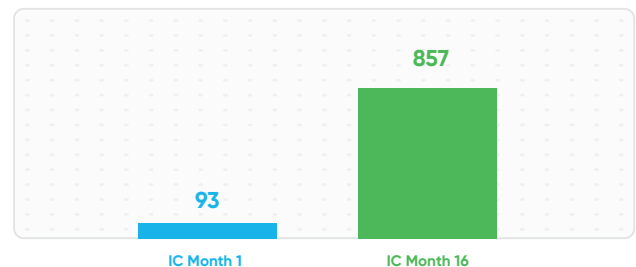
- **Increased e-adoption and higher customer satisfaction due** due to an enhanced user experience and simplified payment process
- **Higher customer engagement** with omni-channel payment options
- **Improved staff efficiencies** with an increase in e-adoption and intelligent payment reminders
- **Lower print and mail costs** due to higher paperless adoption

Monthly E-Payments



507% increase in electronic payments

Paperless Enrollment



9X increase in paperless enrollment



### ABOUT FALLON HEALTH

Founded in 1977, Fallon Health is a leading health care services organization based in Worcester, Massachusetts that supports the diverse and changing needs of those they serve.

### ABOUT INVOICE CLOUD

Invoice Cloud® provides trusted, secure e-payments and the highest adopting Electronic Bill Presentment and Payment (EBPP) solution. To learn more, visit [invoicecloud.com](https://invoicecloud.com)

InvoiceCloud®