PAYRIGHT

FREQUENTLY ASKED QUESTIONS

Q **What does PayRight do?**

A PayRight helps optimize payment acceptance, offers patients new ways to pay, and streamlines back-office processes so healthcare and home care providers can focus on patients instead of paperwork.

Q **What patient payment options are supported?**

A PAYMENT MANAGER // A virtual terminal solution that streamlines how Providers collect, manage and report patient payments and puts a full range of digital payment solutions at their fingertips. With Payment Manager, Providers can securely store patient payment account data on file, send invoices via email or text with a "click to pay" option, and set up payment plans to collect payments over time so they get paid faster. Payment Manager is also used at the front-desk to collect co-pays at point of service and can be paired with an EMV compliant card reader so patients can dip, tap or swipe their card without having to hand it over to the Provider's staff to complete their payment. Providers also use it as a back office solution to take payments by mail or phone.

EPAY // Offers patients a HIPAA-compliant and secure online place to pay open invoices with a credit card, debit card, FSA/HSA card or ACH/eCheck. Providers simply send patients an emailed invite which directs them to create a username and password for the portal. Thereafter, patients can log in at any time to view and pay open invoices and any balances due. ePay features the Providers logo for a more customized patient experience.

PAYMENT SYNC // A local service application that syncs payments taken in Payment Manager and ePay with certain locally-installed versions of an Electronic Health Records (EHR) or Practice Management Systems (PMS). Once installed, Payment Sync will automatically sync payments taken in Payment Manager or ePay and update the patient's EHR/PMS profile to record credit, debit or check payments received so staff don't have to do this manually. Ideal for practices that have a locally-installed EHR/PMS system and are using a stand-alone payment solution, Payment Sync enables an integrated-like processing experience without the expense or time required to upgrade legacy systems or do a direct integration.

Q **Does a currently boarded merchant need a new MID?**

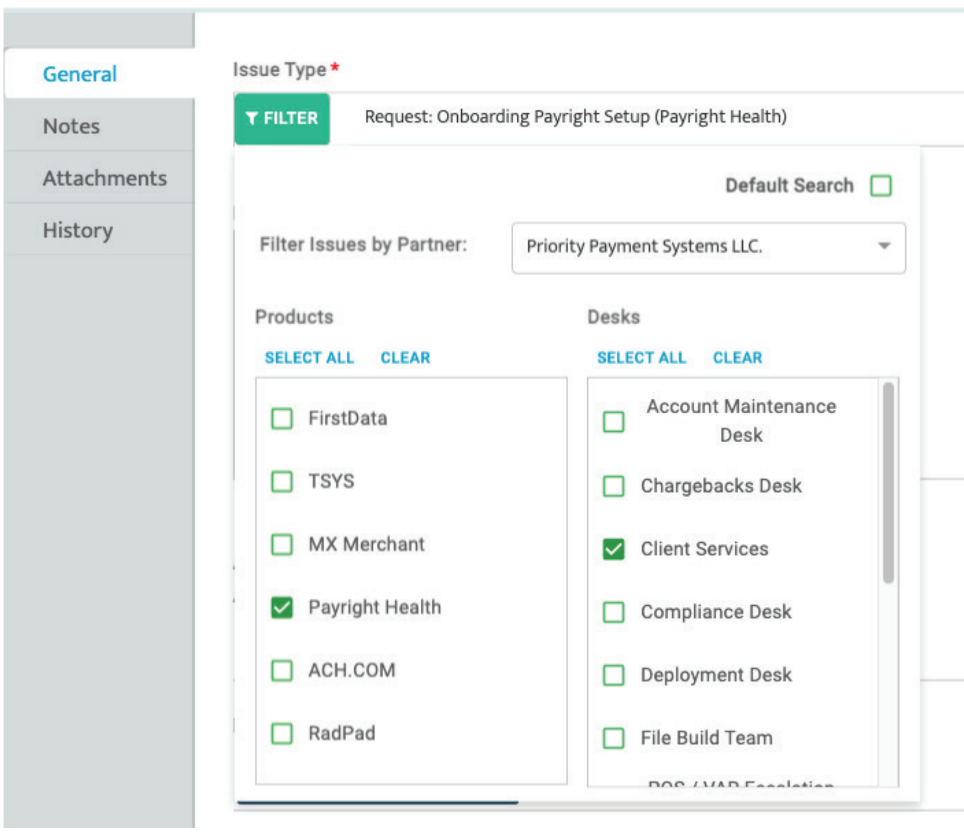
A No. Simply add PayRight as a new equipment type to the existing MID in MX™ ISO/Agent.

Q **How do I enable PayRight for an existing or new Merchant?**

A Simply complete the PayRight Merchant Setup Form and submit it as a Case in MX™ Connect as follows:

After the new merchant account is approved ISO submits the Setup form and the Order Equipment request via MX™ Connect.

1. Logon to **MX™ Connect**
2. From the **Left Margin Navigation Bar**, go to **Merchant > Clients**, enter TSYS (or Fiserv) **Merchant ID** in the Search bar, then click the **Account Number** hyperlink.
3. Go to **Cases** tab and select **Add Case**
   - Products » PayRight
   - Desks » Client Services
   - Request Type » Onboarding PayRight Setup (PayRight Health)
   - Add Issue Summary
   - Submit the Setup Form under the Attachments tab



After a new case is submitted the email notification will be sent to the PayRight team.

Q **How do I price merchants who choose to use PayRight?**

A Price the account as you normally would for Credit, Debit and ACH services. On the PayRight Merchant Setup Form, indicate what fees you wish to charge for the PayRight modules, if any. As compensation, you will earn the difference between any PayRight merchant fees and your buy rates.

Q **What hardware is supported for in-office payments?**

A PayRight supports the same semi-integrated devices that are certified on our MX™ Merchant platform. To order equipment, simply complete an Equipment Order Form and submit it via the normal process.

Q **Where can I learn more about PayRight products and services?**

A Visit the PayRight Health Solutions link under Partner Products on the University page of our corporate website (*https://university.pps.io/partner-products/*), where you will find marketing collateral, product demo videos, a setup request form and more.

Q **Who should I contact with questions?**

A Our Relationship Management team can answer your PayRight questions. Email them directly at *RMTeam@pps.io* or call (844) 225-2674.

Q **How do I determine whether the merchant's EHR/PMS is locally-installed?**

A If the merchant's EHR/PMS software is loaded onto their workstation, or if they ever see a notice on their screen that their PMS software has to be updated or will update automatically at a certain time, or if the merchant has servers in the office or in a center hosted by an outsourcing company for their EHR/PMS, then the solution is likely locally-installed and could likely be mapped to use PayRight Payment Sync.

Q **How do I determine whether the merchant's EHR/PMS is a cloud-based SaaS solution?**

A If the merchant opens up a web browser *(e.g. Chrome, Firefox or Windows)* to login to their EHR/PMS, or is unable to use it if their internet connection goes down, or is accessible on a computer running any operating system *(e.g. Apple, Android and Microsoft Windows)*, then the solution is likely a cloud-based SaaS solution and is not currently compatible with PayRight Payment Sync.