

## American Medical Association

Expanding Healthcare Payment Options



### *The AMA and TSYS Merchant Solutions Take the Pain Out of Patient Payments*

- > **Client:** American Medical Association
- > **Challenge:** *Healthcare providers need to provide convenient payment options for their patients that efficiently integrate with office operations and limit risk*
- > **Solution:** TSYS Merchant Solutions
- > **Results:** *"With TSYS Merchant Solutions we're able to offer our members a way to accept card payments, streamline back office processes, and cut the time they need to focus on finances so they can spend more time on patient care." – Mat Kremke, Manager of strategic partnerships, AMA*

#### **THE CHALLENGE**

As consumers take on more responsibility for healthcare costs, providers are coming under greater pressure to provide convenient payment options that efficiently integrate with office operations and limit risk. From traditional paper checks to credit, debit and prepaid cards, consumers use a variety of options to pay for retail goods and services, and they prefer the same options when paying for out-of-pocket healthcare costs. The challenge for office managers and practitioners is determining what types of payment options to provide, and how to provide them.

#### **THE SOLUTION**

For more than 10 years, the American Medical Association (AMA) and TSYS Merchant Solutions have been working to expand physicians' payment options without disrupting clinic practices. As AMA's sponsored provider of payment acceptance services, TSYS Merchant Solutions has helped more than 7,000 AMA member practices affordably and effectively accept card-based patient payments.

"Physicians' time is very valuable. The last thing they need to worry about is office finances," said Mat Kremke, manager of strategic partnerships for AMA. "With TSYS Merchant



## AMA - Expanding Healthcare Payment Options

Solutions we're able to offer our members a way to accept card payments, streamline back office processes, and cut the time they need to focus on finances so they can spend more time on patient care."

AMA members expanding their payment options have improved collections and increased cash flow since there is no waiting for paper checks to arrive or clear. Risk, paperwork and operating costs have also been reduced because the card authorization process protects against fraud and the paperwork associated with accepting checks is eliminated.

*Mat Kremke, Manager of strategic partnerships, AMA: "Processing rates with TSYS Merchant Solutions are very competitive, but their service is the real differentiator. We've never had a problem they haven't been able to solve. They make it very easy to begin accepting card payments and easy to switch over. That level of support, and the stability of their organization, has led us to continue, and expand our relationship."*

Additional benefits of accepting credit, debit and prepaid cards include:

- The ability to set up recurring payments for monthly payment options
- Reduced receivables
- Lower billing-related expenses

- A more efficient and faster patient check-in process

In addition to card processing services, TSYS Merchant Solutions offers AMA members prepaid card issuing and management solutions for a variety of prepaid programs, including payroll, employee incentives and patient rewards.

With more than 55 years of experience in the processing industry and a reputation for superior service, TSYS Merchant Solutions provides payment acceptance solutions that benefit medical offices of all sizes.

### TSYS Merchant Solutions

TSYS Merchant Solutions is a top 10 acquirer with more than 55 years of experience providing first-rate service and comprehensive end-to-end payment solutions to businesses accepting payments across North America. Our dedicated, experienced team of industry professionals provides innovative card-acceptance solutions and unparalleled customer service every day to meet the long-term needs of our customers.

TSYS Merchant Solutions is a wholly owned subsidiary of TSYS® (NYSE: TSS). TSYS delivers advanced technology and enhanced value to many of the world's leading companies, making it possible for hundreds of millions of consumers to use their credit, debit, commercial, private-label, prepaid and chip cards safely and securely.

### TO LEARN MORE

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