

# IntelPeer SmartAgent Collections

AI-driven, patient-centric collections for healthcare

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Healthcare organizations are navigating rising patient volumes, shrinking margins, and overextended back-office teams. IntelPeer's SmartAgent™ Collections automates compassionate, compliant financial outreach – helping providers recover more revenue while reducing staff burden. Patients receive discreet reminders via voice or SMS, with flexible payment options and empathetic guidance from natural-sounding virtual agents. The result: faster payments, improved operational efficiency, and better patient experiences across the entire collections journey.

## KEY BENEFITS



### Increase revenue

Improve A/R recovery rates, reduce Days Sales Outstanding (DSO), and minimize write-off risk.



### Reduce staff burden

Automate outbound collections to ease workloads for overextended back-office team.



### Enhance patient experience

Empathetic virtual agents make sensitive financial conversations more comfortable – leading to faster, more constructive resolutions.

U.S. medical debt exceeds

**\$220B**

Patient collection rates only

**48%**

Revenue cycle inefficiencies (denials, claims rework, collections) can erode total revenue by up to

**5%**

AI-assisted outreach improves collection rates by

**15-30%**

and reduces costs by

**30-40%**

## CORE USE CASES



### Automated payment reminders

Proactively engage patients via voice or SMS with balance and due-date reminders – no staff involvement required.



### 24/7 self-service payments

Enable patients to pay anytime through secure, PCI-compliant voice or digital channels – without waiting on hold or speaking to a representative.



### Multi-account and location support

Manage collections across multiple providers and locations with accurate account recognition and intelligent routing.



### Outbound AI agents for aging A/R

Replace manual outreach with AI-powered outbound agents to follow up on aging balances, increase recovery rates, and lower collection costs.



### Customizable messaging and cadence

Tailor tone, frequency, and outreach logic based on balance size, account age, or patient preferences.



### Seamless live-agent escalation

Instantly transition to a live agent when needed – without losing context or disrupting the patient experience.



### Analytics and compliance visibility

Track performance, optimize scripts, and ensure HIPAA and PCI compliance with built-in analytics and dashboards.



### Omnichannel patient engagement

Let patients choose how and when they interact – voice, SMS, or web – reducing friction and improving satisfaction.



### Intelligent payment plan management

Guide patients through compliant plan options, verify identity, present tailored repayment schedules, and send automated reminders or confirmations.

## INTEGRATED PATIENT JOURNEY: WHY IT MATTERS

### SmartAgent Collections improves outcomes across the entire payment lifecycle



#### Pre-visit

Reduce downstream A/R by preventing no-shows, cancellations, and incomplete visits that delay or disrupt billing.



#### Office visit

Protect revenue through accurate intake, full schedules, and reduced claim errors that can lead to write-offs.



#### Post-visit

Accelerate cash recovery with automated balance outreach, self-service payments, payment plans, and intelligent follow-up.

**The result: faster payments, lower collection overhead, and fewer A/R write-offs.**





*In the seven months we've been live with IntelPeer, our total collections have been over \$7M – including \$1.8M over 180 days.*



– Ajay Chadha, CFO, 42 North Dental



Improve recovery. Reduce workload.  
Enhance experience.

**Start now**



**Attend a Weekly Live Demo.**

**ABOUT INTELEPEER**

IntelPeer streamlines customer interactions, enabling businesses to lower costs, improve customer experience, and accelerate return on investment. Harnessing the power of agentic AI, IntelPeer’s conversational AI solutions deliver speed, observability, visibility, and flexibility – all built on top of a global, secure communications network. Producing human-like interactions, IntelPeer solutions automate voice and digital customer service capabilities, work seamlessly with existing enterprise software and infrastructure, have easy-to-use tools that can be utilized by anyone, and provide industry-leading time-to-value. For more information, visit [intelepeer.ai](https://intelepeer.ai).

