



CASE STUDY: COVENANT PHYSICIAN PARTNERS

CONSOLIDATING PAYMENTS FOR A COMPLEX HEALTHCARE SYSTEM

CBOSS has been providing unique solutions for complex payment infrastructures for decades, and Covenant Physician Partners is a great example of this. Covenant is a network of Ambulatory Surgery Centers, Eye Care Facilities, Physician and Anesthesia Practices, and Pathology services with locations in nineteen states who use the CBOSS Central Payment Portal to streamline their payments.

When Covenant started their central billing office, they looked to CBOSS to help. With their business being comprised of so many different elements, Covenant needed a payment provider who could provide one place for patients to pay all these entities , whether online or at the point of service. Some providers use Covenant's central billing office, while others do their own billing, and CBOSS provides a way for all these patients to pay in one place.

CBOSS developed a custom payment portal for Covenant patients that allows the patient to easily select the location they visited and the entity they are paying. After the patient goes through this simple payment process, reporting is available in real-time for all entities through one intuitive user interface.

Patients also have the opportunity to pay at the point of service. Through the CPP Admin Payment Page, receptionists and CSRs can enter payments with a single card reading device for all entities at a location. Patients can also pay over the phone to the location itself or the central billing office.

The Central payment Portal reporting allows systems with multiple locations like Covenant to isolate information as needed or look at combined totals. Through our intuitive interface, finding the data you need quickly from a large data set is simple and straightforward.

"CBOSS' reporting provides all the information we need in real-time, and the customization for each user to see the info they need every time they log in to the portal saves time" says Elizabeth Alford, Revenue Cycle Manager.

Covenant is just one example of CBOSS streamlining the payment process for an organization with complex needs. If you would like to learn more about how CBOSS can simplify your complex payment process, get in touch with sales via the info below.

About CBOSS

We are an online payment gateway, specializing in simplifying the payment process for your organization. Since 1997, over 700 businesses and government entities have looked to us to deliver feature-rich payment services and solutions that are cost-effective, reliable, and secure.

www.cboss.com

About Covenant Physician Partners

Covenant Physician Partners is a physician services company partnering with leading providers across the country to grow thriving practices and improve health, together.

www.covenantphysicianpartners.com



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