# UPA INCREASED PAYMENTS BY 43% WITH MOBILE BILLING

**Multi-Specialty**  **100 locations**

**500+ providers**  **Greenway**

## Key Wins

### 60%
of patient payments made online

Reduced A/R days by **10%**

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*"With Dash, we give each patient a unique payment link via text and email, and when they click on the link it shows them all their current balances and empowers them to indicate where they want to attribute their payments."*

**Christy Bailey**
Vice President
University Physicians' Association

## The Goal

The University Physicians' Association (UPA) sought to streamline their payments and billing processes to simplify charge posting and reduce patient phone calls. With over 500 physicians across East Tennessee depending on UPA for Revenue Cycle Management (RCM), their VP, Christy Bailey, knew it was time to improve efficiency. Managing multiple specialties with unique billing needs required a partner sophisticated enough to handle their complex customer base.

*"We serve a variety of physician specialties, and those providers trust us to manage their revenue cycles with accuracy and precision,"* Bailey explains. As patients absorb more financial responsibility, collecting balances becomes more difficult, leading to extended revenue cycles and even bad debt. *"We needed a partner with the flexibility to handle 100+ physician groups and the integration to make it seamless for our billing staff."*

## The Solution

For UPA, a patient-centered billing experience required catering to diverse demographics. They needed self-service tools like mobile payments for patients who prefer digital access while still supporting those who prefer phone interactions.

## The Relatient Difference

Relatient's Dash Pay solution enabled UPA to achieve their goals while streamlining back-end operations. Now, UPA staff can process a single payment and apply it across multiple balances without switching between programs. The bidirectional integration with Greenway ensures mobile payments are auto posted to the correct accounts, as specific by the patient, something many payment solutions lack. For RCM leaders like UPA, managing payments for hundreds of physicians requires consistency across the board. Digital tools like Dash automate the process, ensuring payments are distributed fairly and efficiently across all physician groups.

**See why 40,000 physicians trust us — Schedule your Dash demo today**

## RELATIENT