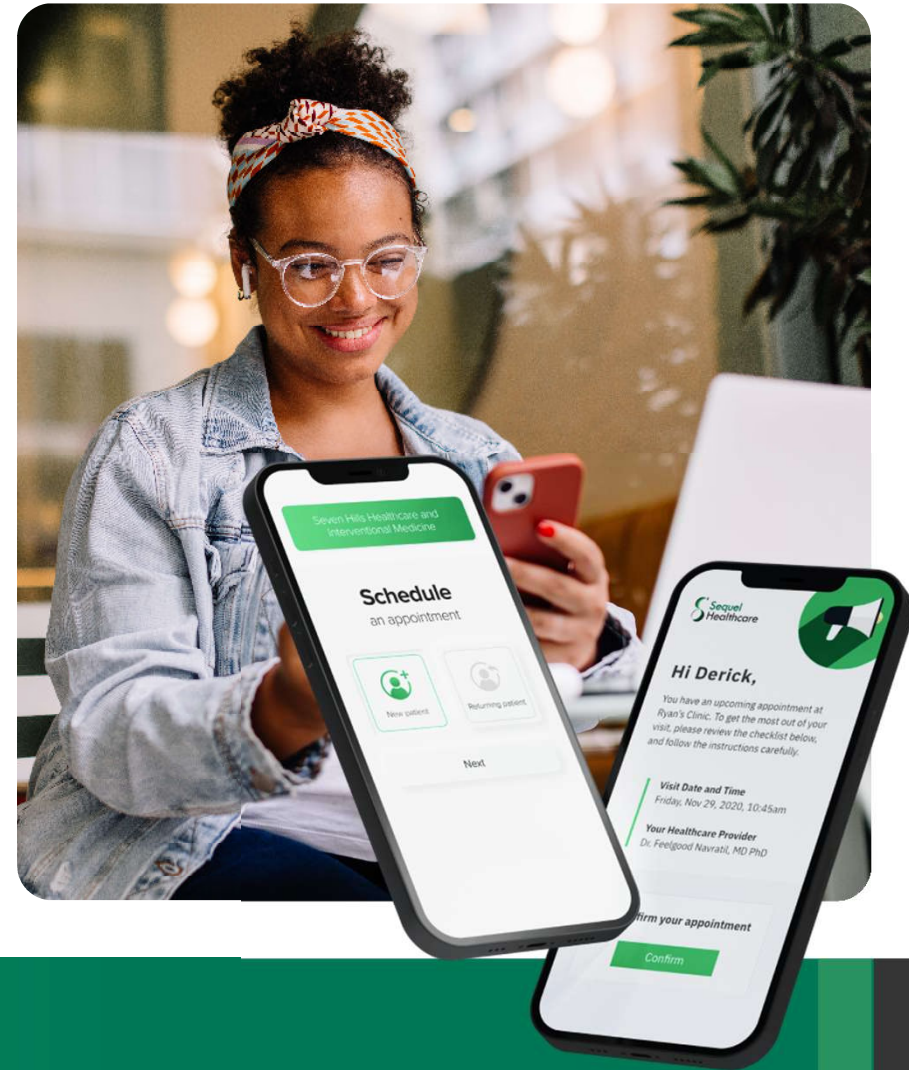




Partnership Program Overview



Health iPASS Overview

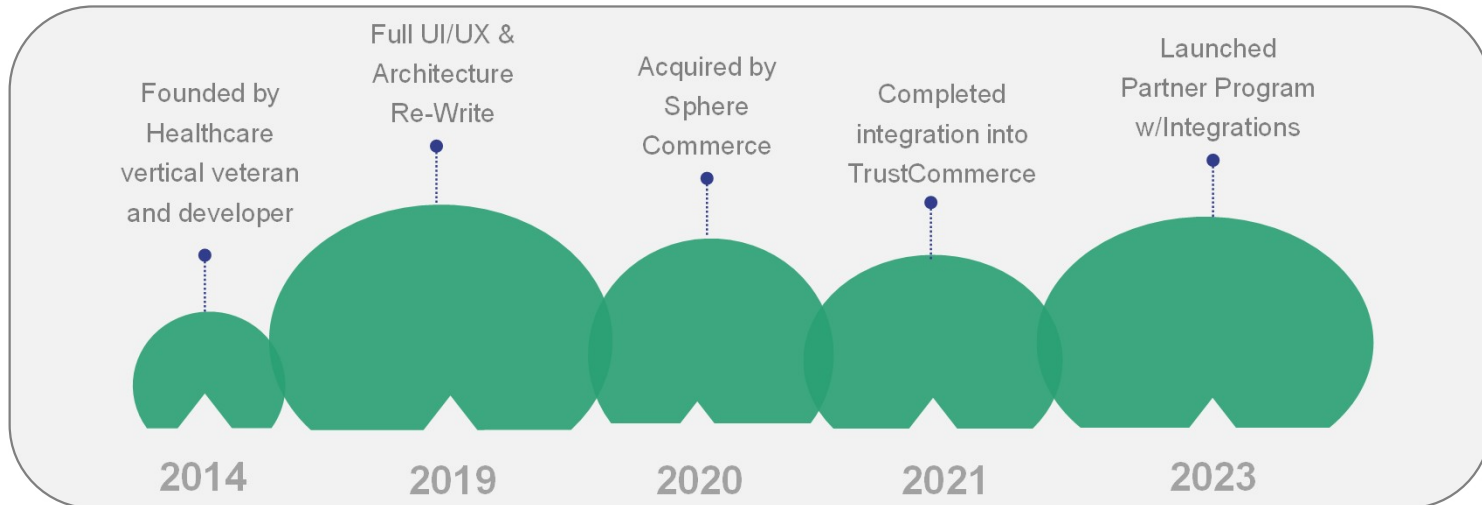
Who

Private Equity backed and wholly owned by Sphere Commerce

What

Patient engagement solution for healthcare providers, focused on streamlining the patient revenue cycle by offering tools that enhance transparency and efficiency in the billing and payment process. The Health iPASS platform includes features like patient check-in, payment estimation, and post-visit billing, all designed to improve the financial experience for both patients and providers. The goal of Health iPASS is to reduce the administrative burden on healthcare providers and increase patient payment collections by offering clear, upfront cost information and easy payment options.

When



Leadership Team —

'Our executive leadership is comprised of respected, dynamic veterans who have over 150 years of combined experience in Financial Technology, Payments, and Healthcare'



Curtis Bauer
Chief Executive Officer

Rick Follett
VP Sales & Marketing

Sylvia Xistris
VP Product & Implementations

Christine Marag
VP Client Success

Devin Stewart
VP IT

Kalyan Boppe
VP, IT Operations

An accomplished leader in the financial technology space, with expertise in embedded payments, ISV Integrations, and high-growth partnerships. Curtis has held senior leadership roles at TSYS, TransFirst Holdings, Inc and Fifth Third Bank. He began his career with a startup Acquiring ISO organization that ultimately grew & sold to 5/3 Bank to become the core platform for their acquiring business.

Rick is responsible for managing both direct and partnership sales, including integrated healthcare vertical SAAS companies and our Marketing strategies. Previously, he managed inside sales teams for 10+ years located in Nashville, Omaha, Phoenix, and Oklahoma City for Global Payments. He also spent two years at TrustCommerce building out their partner channel.

Sylvia leads Product Management, including Product Strategy & Client Implementations, driving the Product Roadmap and Integration Solutions. Sylvia is SAAS Healthcare expert with over 10 years of experience in leadership roles with patient engagement software companies, including Artera Health. Sylvia holds a masters in Public Health.

Christine is a seasoned leader with over three decades of experience in Client Relationship Management and corresponding business development. Christine leads our Client Success and Client Support organizations. Christine joined Health iPASS in 2022 after a thirty-year tenure at Greenway Health.

With over 30 years of technology leadership experience, Devin is responsible for all aspects of product development and platform technology. Devin has an extensive background with both start-up and large corporations, which included the development and operation of high-performance systems for companies such as McDonalds and The Nielson Company.

Kalyan oversees technical operations and product delivery cultivating a culture of collaboration and continuous improvement. Kalyan has over 20 years managing offshore SAAS development teams. Kalyan has held leadership roles with CVM Solutions, now Supplier.io and Solix Technologies.



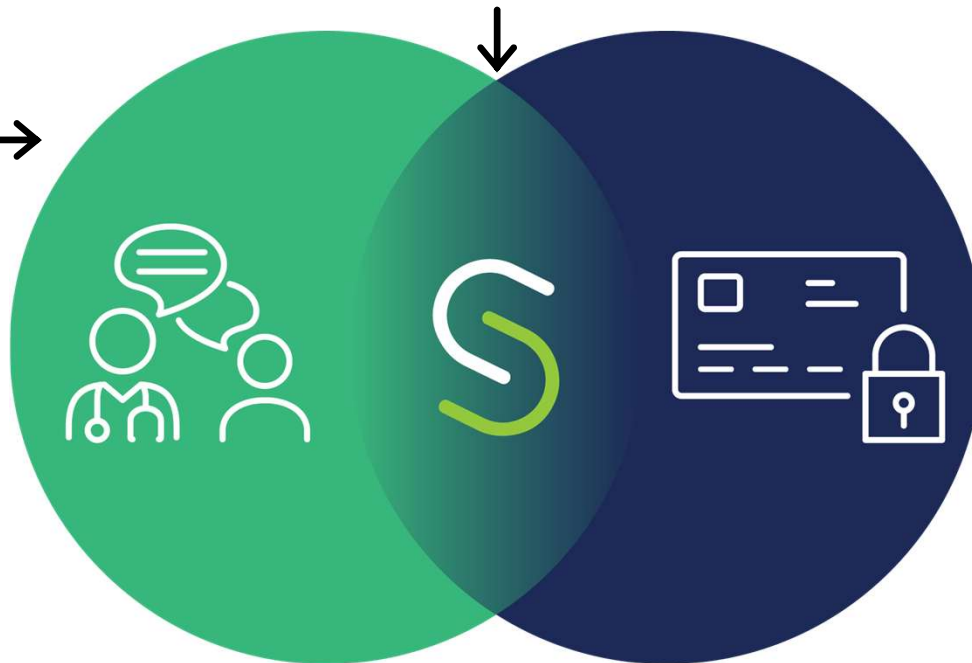
Better Together



Parent Company of Health iPASS & TrustCommerce, combining two best in class SAAS platforms to provide a Robust Health Vertical Solution.



Comprehensive Patient Engagement Platform.



Health Vertical Payment Processing Platform.

Vertically Integrated Omni Channel Patient Engagement / Patient Payments

Health iPASS Solution

Enhances provider revenue collection and improves efficiency through industry leading end-to-end Patient Engagement digital tools.

The easiest way for patients to pay

Streamline patient intake and patient payments pre-, during- and post-visit with pre-arrival check-in, eligibility, cost estimates and electronic statements.

Before Health iPASS

Patient yield
50-70%

with Health iPASS

Patient yield
90-95%

Key PM/EMR Integrations

 athenahealth

 Epic

 nextgen
healthcare

 Greenway
Health.

 eClinicalWorks
"Improving Healthcare Together"

 veradigm.

 med:evolve

 MODERNIZING
MEDICINE

 Nextech

 MEDITECH

 eMDs

 Cerner

 exscribe™

Product Summary

1

Pre-arrival

- Appointment reminders
- Collect prior balance, co-pay, smart deposits
- Express check-in at any device, any time

2

Check-in

- Balance, copay
- Static / smart deposits (estimates)
- Card-on-file
- Eligibility
- Configurable Healthcare intake forms with Practice Management posting
- Virtual waiting room

3

Check-out

- Visit estimate / remaining estimate
- Collect deposit on estimate

4

Post-visit Billing

- eStatements (autodebit)
- eBills
- Consolidated eBills for all patient A/R
- Paper Statements

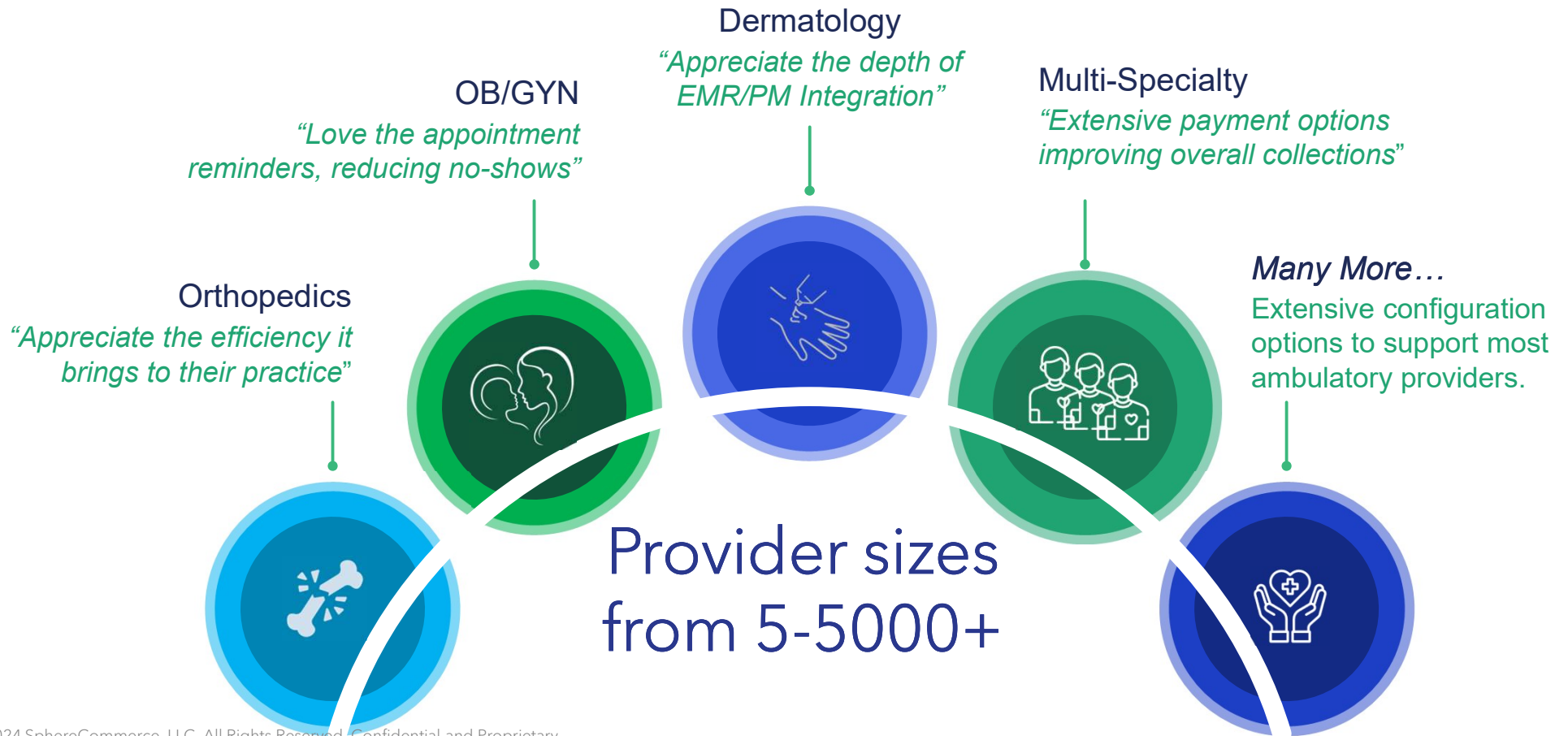
5

One-time Payments / Portals

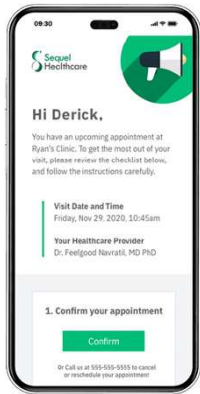
- Any payment not tied to an appt. (surgery deposits, etc.)
- Online Bill Pay Portal

Who We Serve

Top Health iPASS client verticals – *Highly configurable for most Ambulatory providers*

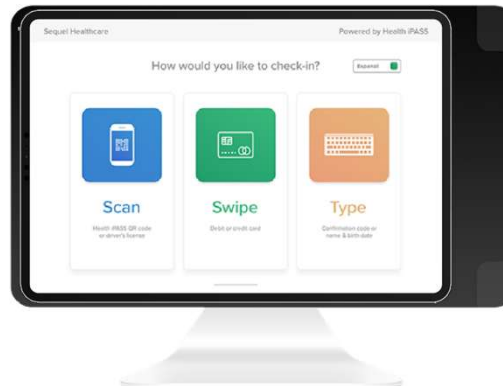


Product Overview



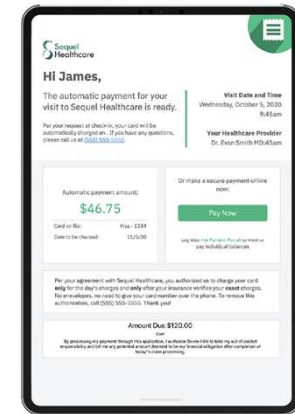
Pre-Visit

- ▶ Appointment Reminders
- ▶ Digital Intake & Check In
- ▶ Configurable Forms, Payments, Eligibility, Demographics
- ▶ Smart Deposits, Cost Estimator
- ▶ Bulk Messaging & Campaigns



Point-of-Service

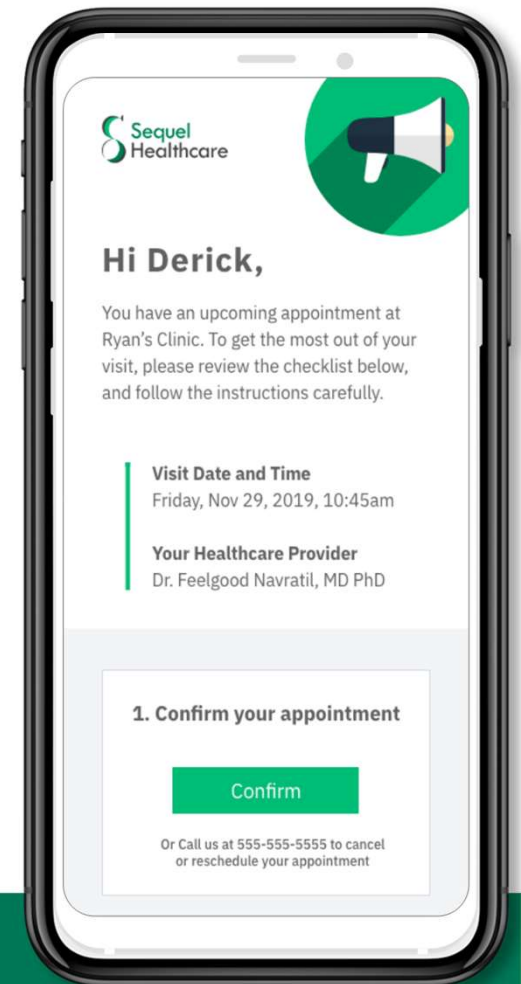
- ▶ Contactless Check-In
- ▶ Kiosk Check-In
- ▶ One Time Payments
- ▶ Cost Estimator
- ▶ Real Time Eligibility
- ▶ Reporting & Analytics Dashboard



Post-Visit

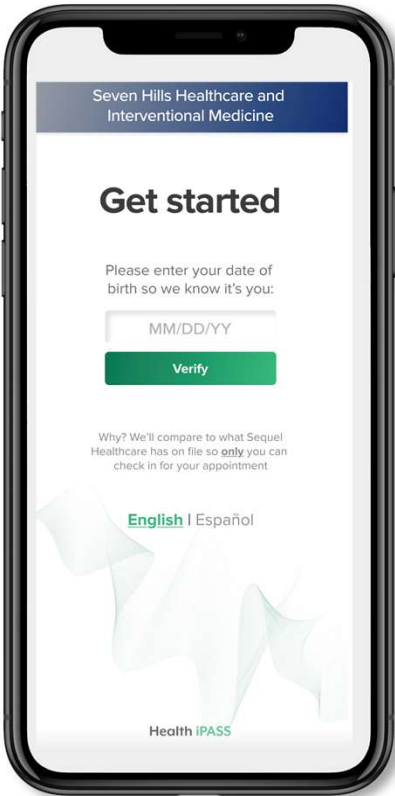
- ▶ Text to Pay / Email to Pay
- ▶ E-Bills with Configurable Dunning
- ▶ Online Bill Pay Portal
- ▶ Paper Statement Suppression
- ▶ Billing Management & Automations
- ▶ Post Visit Surveys & Marketing

Pre-Visit Workflows



Modular/Configurable Intake Flow

Login



Seven Hills Healthcare and Interventional Medicine

Get started

Please enter your date of birth so we know it's you:

MM/DD/YY

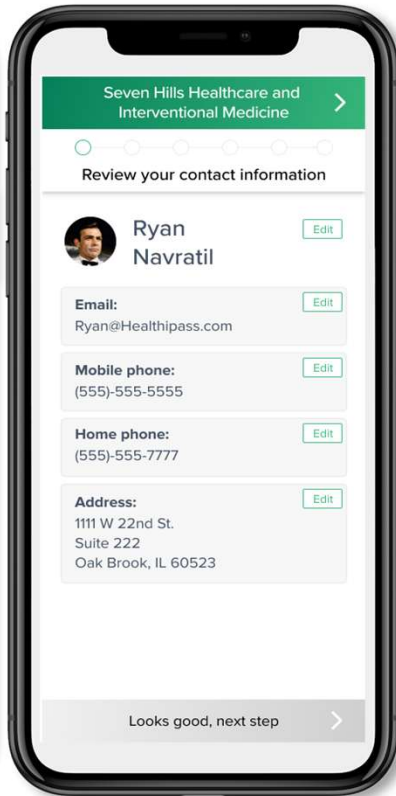
[Verify](#)

Why? We'll compare to what Sequel Healthcare has on file so **only** you can check in for your appointment

[English](#) | [Español](#)


Health iPASS

Demographics



Seven Hills Healthcare and Interventional Medicine

Review your contact information

 **Ryan Navratil** [Edit](#)

Email: Ryan@Healthipass.com [Edit](#)

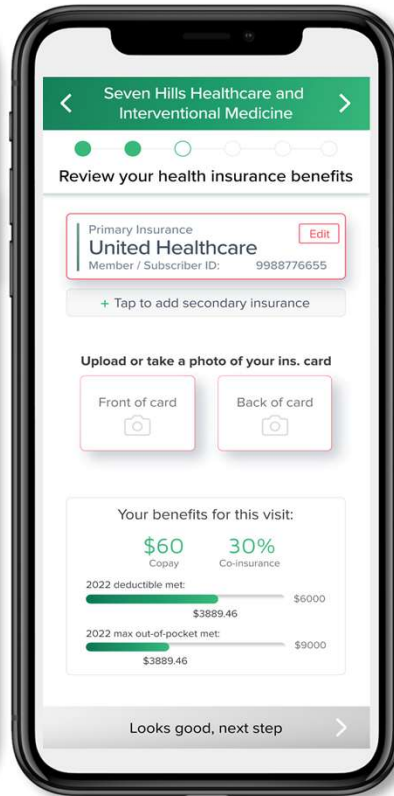
Mobile phone: (555)-555-5555 [Edit](#)

Home phone: (555)-555-7777 [Edit](#)

Address: [Edit](#)
1111 W 22nd St.
Suite 222
Oak Brook, IL 60523

Looks good, next step [>](#)

Insurance





Seven Hills Healthcare and Interventional Medicine

Review your health insurance benefits

Primary Insurance [Edit](#)
United Healthcare
Member / Subscriber ID: 9988776655

+ Tap to add secondary insurance

Upload or take a photo of your ins. card

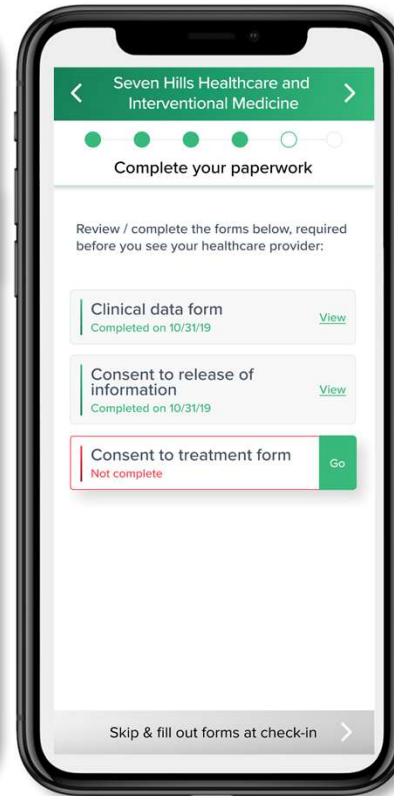
Front of card  Back of card 

Your benefits for this visit:

2022 deductible met:	\$3889.46	\$6000
2022 max out-of-pocket met:	\$3889.46	\$9000

Looks good, next step [>](#)

Forms



Seven Hills Healthcare and Interventional Medicine

Complete your paperwork

Review / complete the forms below, required before you see your healthcare provider:

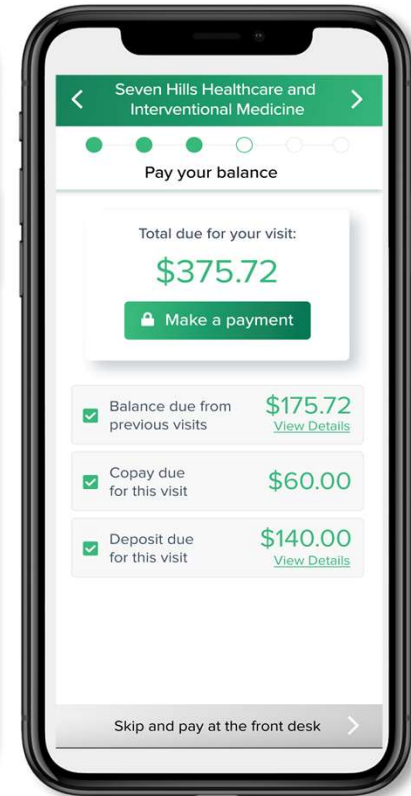
Clinical data form [View](#)
Completed on 10/31/19

Consent to release of information [View](#)
Completed on 10/31/19

Consent to treatment form [Go](#)
Not complete

Skip & fill out forms at check-in [>](#)

Payments



Seven Hills Healthcare and Interventional Medicine

Pay your balance

Total due for your visit:

\$375.72

[Make a payment](#)

<input checked="" type="checkbox"/> Balance due from previous visits	\$175.72 View Details
<input checked="" type="checkbox"/> Copay due for this visit	\$60.00
<input checked="" type="checkbox"/> Deposit due for this visit	\$140.00 View Details

Skip and pay at the front desk [>](#)

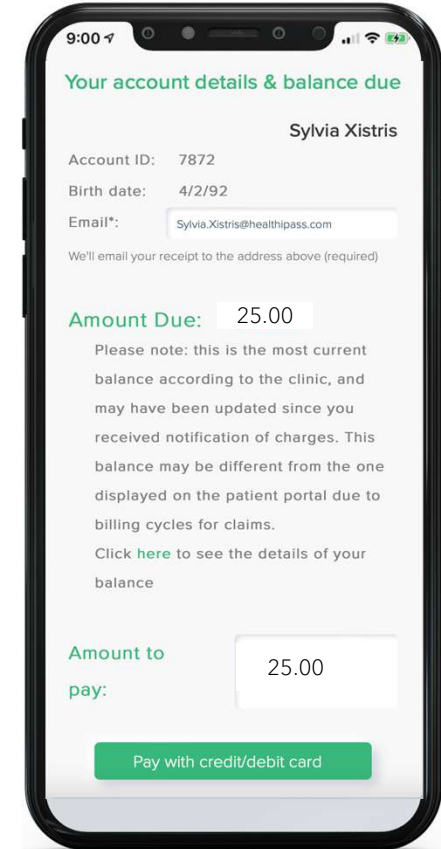
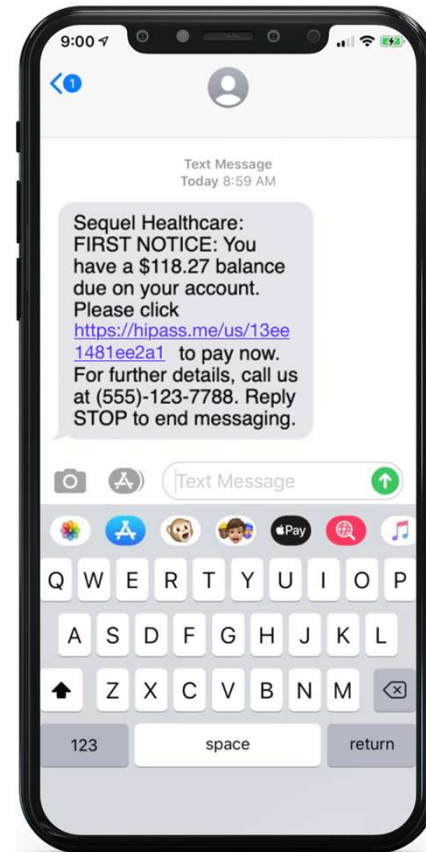
Digital Intake

Features

- Unique authenticated secured link requires **no login**
- **Real Time Balance checks via API** reduce payment discrepancies and claim denials
- **Configurable rules engine** can customize verbiage and target patient AR
- **Real Time Automated Payment Posting** back to PM/EMR
- Provides patients with a convenient and secure way to pay

Value Prop

- **85% average text to pay enrollment across all clients**
- 32% of HealthiPASS patients pay their bill in less than five minutes when received via secure text
- **93% collection rates when a Card on File is captured**
- Providers are paid 1-3 months sooner than via traditional routes.

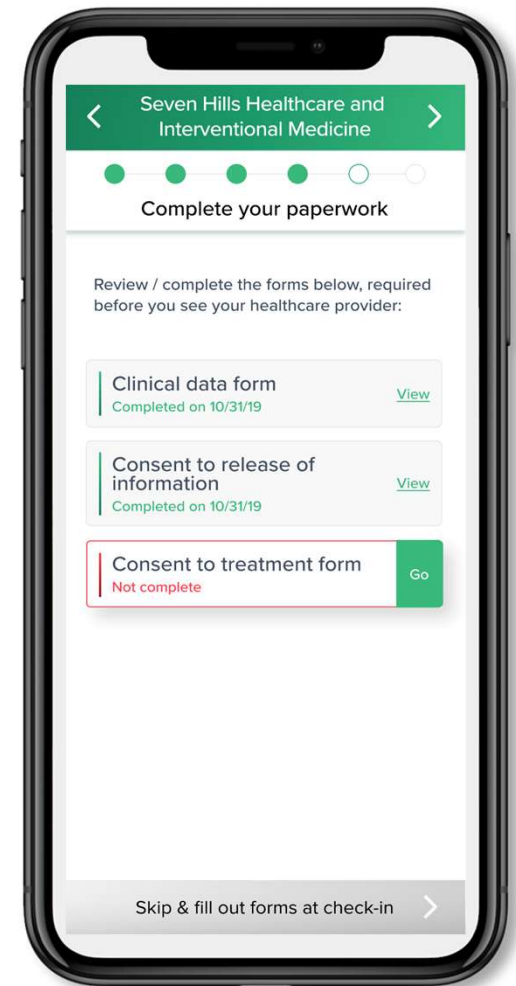
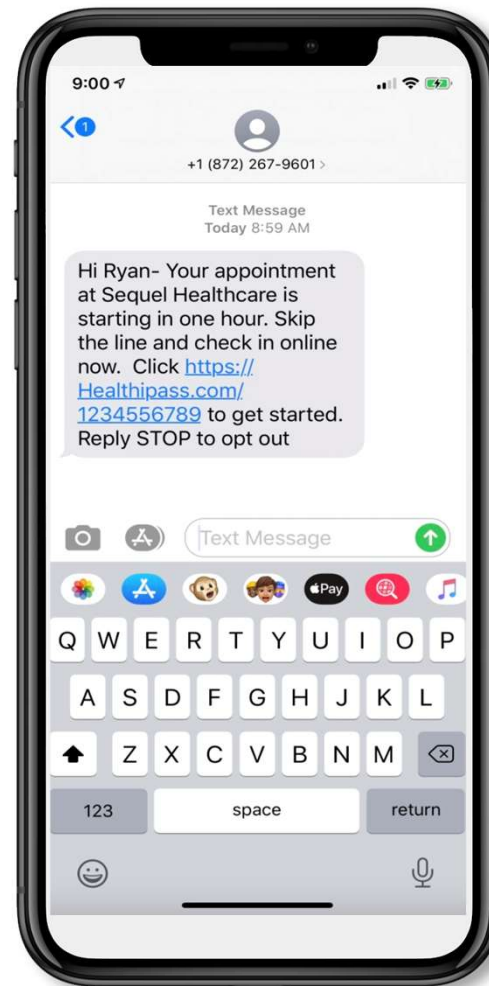


Digital Intake with automated forms

Features

Replace manual data entry with **automation**, **reduce** in clinic **wait times**, and provide a **connected** patient experience.

- No Login Required.
- **Branded schemes for your clinic.**
- **Powerful Rules Based Cadence** driven off Appt Type, Payor Type, Location, Provider, and more.
- **Native Forms Builder** allows for quick build time and customization.
- **Forms Support** for Consents, Clinical, or any Customizable form.
- **Automatically push via API** or HL7 to PM/EMR system in real time.
- **Discrete writeback** of data where Natively Integrated.
- **Partner API end points** available to white label all use cases.



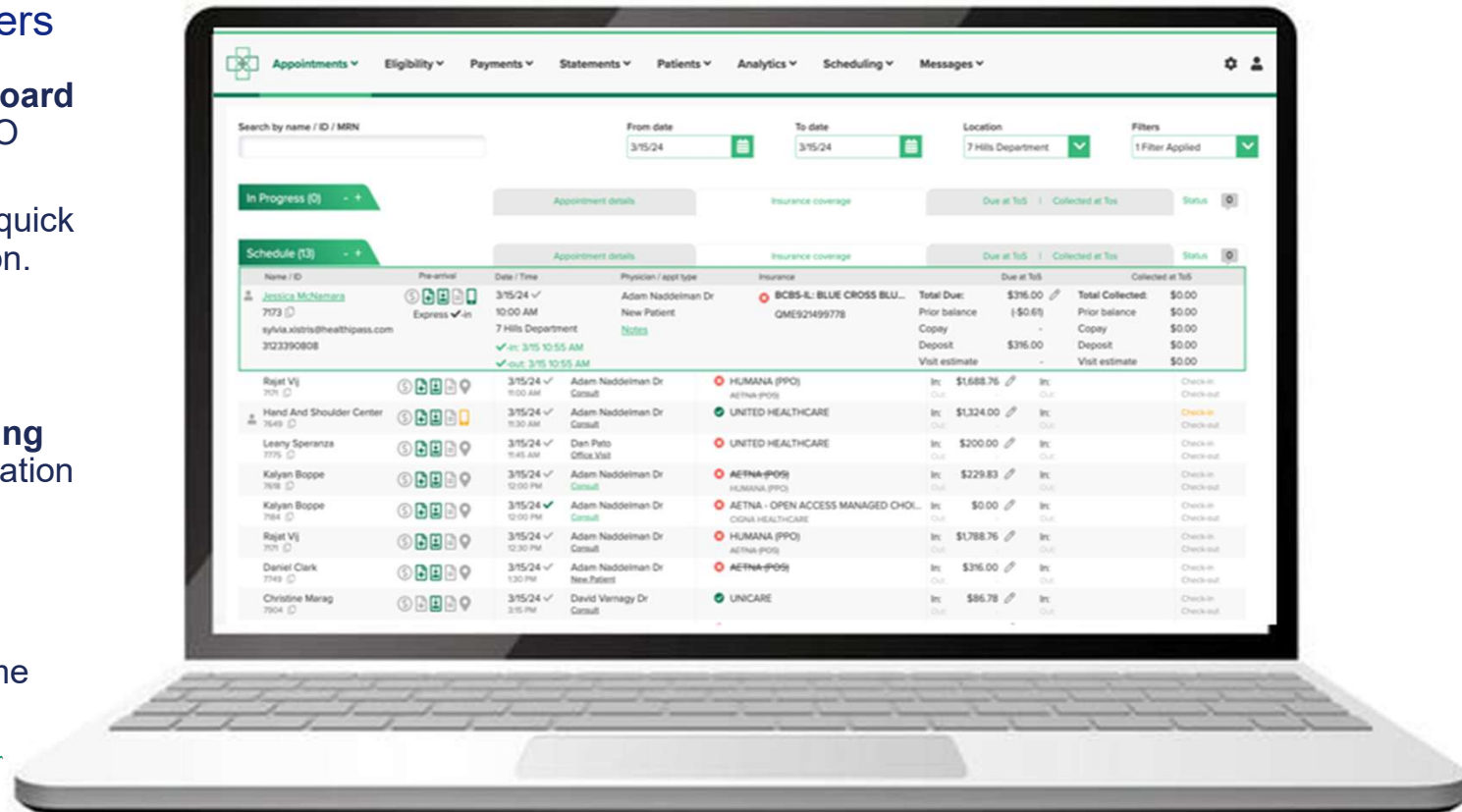
Health iPASS Dashboard

For Clinic / Provider Users

- **Real time check in dashboard** with I Frame Embed or SSO support optional.
- **Native Forms Builder** for quick build time and customization.
- Powerful **Analytics Reporting** to quantify adoption and performance.
- **Admin / Super User training** & access for quick configuration

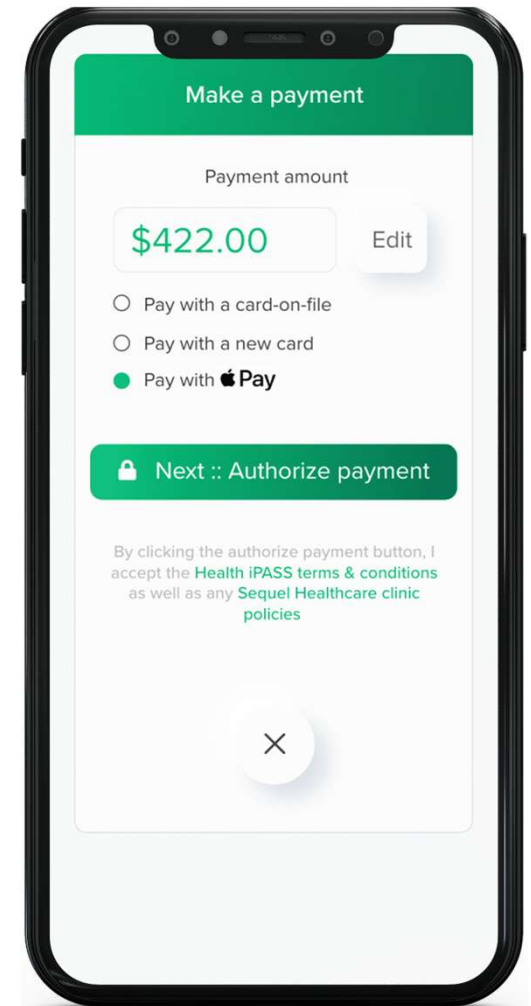
In Clinic Users can:

- Collect Payments
- Check Eligibility in Real Time
- Push In Clinic Reminders





Post-Visit Workflows



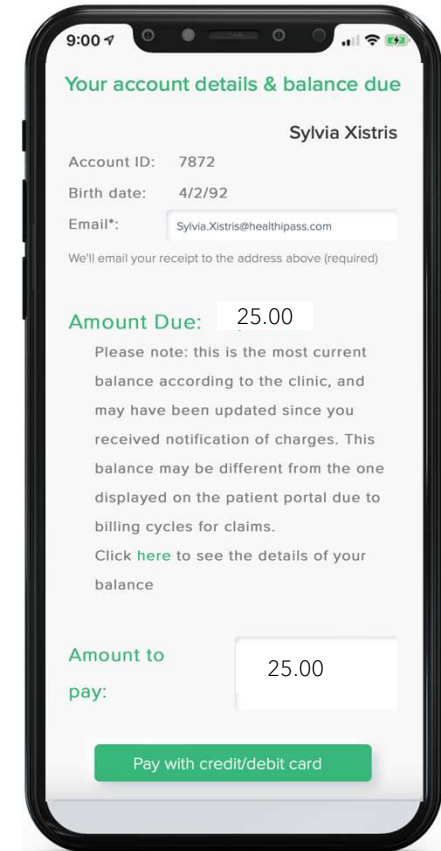
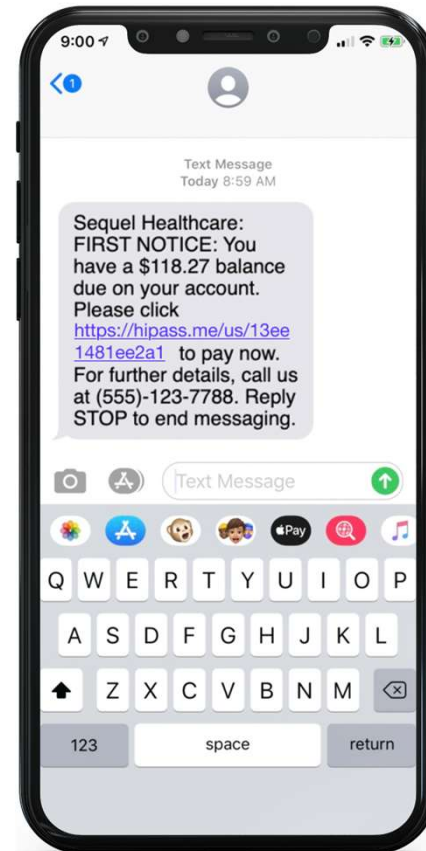
Text to Pay

Features

- Unique authenticated secured link requires **no login**.
- **Real time balance checks via API** reduce payment discrepancies and claim denials.
- **Configurable rules engine** can customize verbiage and target patient AR.
- **Real Time Automated Payment Posting** back to PM/EMR

Value Prop

- **85% average text to pay enrollment across all clients.**
- 32% of Health iPASS patients pay their bill in less than five minutes when received via secure text.
- **93% collection rates when a Card on File is captured.**
- Real Time Balance checks via API reduce payment discrepancies and claims denials.
- Provides patients with a convenient and secure way to pay.
- Providers are paid 1-3 months sooner than via traditional routes.



Automated Bill Pay Workflows

Includes Text/email to Pay, Online Bill Portal, Billing Reminders, Paper Statements and Suppression.

1

Statement File Generated by PM/EMR

- Statement file automation integration with EMR
- API or Pushed/Dropped via SFTP

2

Bill Consolidation & Message Transmission

- Bills consolidated into one easy to understand statement
- Bills sent out via text/email to patients preferred contact method
- Configurable rules-based message cadence

3

Patient pays bill

- Payment processed through merchant processor
- Payment pushed to EMR
- Co-Pay posted to visit
- Deposit posted to account
- Prior balance posted to visit/encounter

4

Patient doesn't pay bill

- If billing cadence expires with no payment, patient is dropped to optional paper statement

5

Statement Consolidation

- All open balances not collected via eBill cadence are dropped to Customer's paper statement vendor on configurable cadence

6

Analytics & Report Monitoring

- Bi-weekly call with Client Success Manager to analyze metrics
- Ongoing reporting tools for PSR & Staff

Deep Native PM/EMR Integrations

Appointment Data	Demographic Data	Payments Data	Forms Data
<ul style="list-style-type: none"> ✓ Get Appointments (Load Appts) ✓ Appt ID ✓ Appt Info ✓ Check In <p>Fields Included:</p> <ul style="list-style-type: none"> ✓ Appt Status (Confirm Appt) ✓ Provider ✓ Location ✓ Patient Insurance ✓ Patient Charges & Balance ✓ Guarantor Information (if applicable) 	<ul style="list-style-type: none"> ✓ Get Demographics ✓ Get Insurance Info ✓ Writeback Demographics ✓ Writeback Insurance Details & Images ✓ Writeback Patient Photo <p>Fields Included:</p> <ul style="list-style-type: none"> ✓ Patient Name ✓ Patient DOB ✓ Patient Address ✓ Phone Numbers: mobile, home ✓ Email Address ✓ Primary Insurance ✓ Secondary Insurance ✓ Insurance details & images ✓ Gender ✓ Marital Status ✓ Race & Ethnicity ✓ Primary Language 	<ul style="list-style-type: none"> ✓ Get Patient Unpaid Charges ✓ Post Prior Balance to Visit ✓ Post Co-Pay to Visit ✓ Post Deposit to Account <p>Fields included:</p> <ul style="list-style-type: none"> ✓ Copay ✓ Deposit ✓ Balance ✓ Transaction Info (Amount, type, ID, date, time, location) ✓ Encounter Number ✓ Applied payments to charges ✓ Encounter Credits ✓ Payment Batch ✓ Card Type ✓ Billing Name ✓ Payment Method ✓ Payment Source ✓ Posting Status 	<ul style="list-style-type: none"> ✓ Post Discretely* (integration dependent) ✓ Post via PDF ✓ Document Batches (if applicable) ✓ Document Categories (if applicable) <p>Forms supported:</p> <ul style="list-style-type: none"> ✓ Consent/Agreement Forms ✓ Clinical scales & risk assessments: PHQ-2/9, MCHAT, BCRA, etc. ✓ Signature Forms ✓ Clinical Reports ✓ Additional Data not included in discrete data fields (customized) (in applicable) ✓ Clinical Forms <ul style="list-style-type: none"> ✓ Past Medical Hx ✓ Past Surgical Conditions ✓ Allergies & reactions ✓ Family Medical Hx ✓ Social Hx ✓ Review of Systems ✓ Chief Complaint / Problem ✓ Additional complaints / Problems ✓ PHQ-2/9

Why Health iPASS?

- ✓ **Ambulatory Market Fit**
- ✓ API based **Native Integrations** across 7 core EMR/PM Systems
- ✓ Powerful **Rules Based Engines** across Pre & Post Visit workflows
- ✓ Highly **Standardized Forms** with **Configurable Customization** and Partner Self Service Tools
- ✓ **Bi-directional Partner Integrations**
- ✓ **Quick partner onboarding** with Integration Playbook & Solution Design
- ✓ Developer Portal with full suite of open **Restful Services APIs**
- ✓ **HIP Marketplace** integrations with Trust Commerce, EMRs, and Patient Engagement Platforms

✓ Robust **Payment Acceptance** Capabilities:



Core PM/EMR Support Matrix

		Core PM/EMRs Supported																			
		Epic		Athena One		Athena Practice/ Centricity		NextGen		Nextech		Nextech Practice Plus		Veradigm Allscripts		Greenway Intergy		Greenway PrimeSuite			
Integration Type	API Native	Community Connect		X			X		X		X		X		X		X				
	API Bridge				X																
	HL7	X																			
	Other																				
	Marketplace Partner	X		X		X		X		X		X		X		X		X			
		Supported	Writeback	Supported	Writeback	Supported	Writeback	Supported	Writeback	Supported	Writeback	Supported	Writeback	Supported	Writeback	Supported	Writeback	Supported	Writeback		
Products Supported	Express Check In	RCM Complete	Demographics	X	Discrete	X	Discrete	X	Discrete	X	Discrete	X	Discrete	X	Discrete	X	Discrete	X	Discrete		
			Insurance Eligibility	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
			Cost Estimator	X	-	X	-	X	-	X	-	X	-	X	-	X	-	X	-	X	-
			Intake Standard Forms	X	PDF	X	PDF	X	PDF	X	PDF	X	PDF	X	PDF	X	PDF	X	PDF	X	PDF
			Intake Clinical Forms	X	PDF	X	Discrete	X	PDF	X	Discrete	X	PDF	X	PDF	X	PDF	X	PDF	X	Discrete
			Pre- Screeners (Encounter Docs)	X	PDF	X	Discrete	X	PDF	X	Discrete	X	PDF	X	PDF	X	PDF	X	PDF	X	Discrete
			Appt Reminders	X	-	X	-	X	-	X	-	X	-	X	-	X	-	X	-	X	-
			Post-Visit Surveys	X	PDF	X	PDF	X	PDF	X	PDF	X	PDF	X	PDF	X	PDF	X	PDF	X	PDF
			Patient Portal	X	-	X	-	X	-	X	-	X	-	X	-	X	-	X	-	X	-
	Advanced eBilling	+	Pre Visit Payments	X	Discrete	X	Discrete	X	Discrete	X	Discrete	X	Discrete	X	Discrete	X	Discrete	X	Discrete	X	Discrete
			Card on File	X	-	X	-	X	-	X	-	X	-	X	-	X	-	X	-	X	-
			Counter Top Payments	X	Discrete	X	Discrete	X	Discrete	X	Discrete	X	Discrete	X	Discrete	X	Discrete	X	Discrete	X	Discrete
			Payment Portal	X	Discrete	X	Discrete	X	Discrete	X	Discrete	X	Discrete	X	Discrete	X	Discrete	X	Discrete	X	Discrete
			Advanced eBilling	X	Discrete	X	Discrete	X	Discrete	X	Discrete	X	Discrete	X	Discrete	X	Discrete	X	Discrete	X	Discrete
			Payment Plans	X	Discrete	X	Discrete	X	Discrete	X	Discrete	X	Discrete	X	Discrete	X	Discrete	X	Discrete	X	Discrete
			Text/Email to Pay	X	Discrete	X	Discrete	X	Discrete	X	Discrete	X	Discrete	X	Discrete	X	Discrete	X	Discrete	X	Discrete
			Online Bill Pay	X	Discrete	X	Discrete	X	Discrete	X	Discrete	X	Discrete	X	Discrete	X	Discrete	X	Discrete	X	Discrete
			Scheduling	Q2 '25	Discrete	Q2 '25	Discrete	X	Queue	Q2 '25	Discrete	Q2 '25	Discrete	X	Queue	Q2 '25	Discrete	Q2 '25	Discrete	Q2 '25	Discrete
2 Way Chat	X	-	X	-	X	-	X	-	X	-	X	-	X	-	X	-	X	-			

Other PM/EMR Support Matrix

		Other PM/EMRs Supported																				
		eClinical Works (on prem)		eClinical Works (cloud)		MEDITECH		Cerner		Exscribe PM		eMDS		MedEvolve		ModMed		TBD				
Integration Type	API Native					TBD Q4 '25			TBD 2026								Q1 '25					
	API Bridge	X		Q2 '25						X		X		X								
	HL7			X		Q1 '25		X														
	Other																					
	Marketplace Partner																X					
		Supported	Writeback	Supported	Writeback	Supported	Writeback	Supported	Writeback	Supported	Writeback	Supported	Writeback	Supported	Writeback	Supported	Writeback					
Products Supported	Express Check In	Demographics	X	Discrete	X	Discrete	X	Discrete	X	Discrete	X	Discrete	X	Discrete	X	Discrete	X	Discrete				
		Insurance Eligibility	X	Discrete	X	Discrete	X	Discrete	X	Discrete	X	Discrete	X	-	X	Discrete	X	-				
		Cost Estimator	X	-	X	-	X	-	X	-	X	-	X	-	X	-	X	-				
		Intake Standard Forms	X	PDF	X	PDF	X	PDF	X	PDF	X	PDF	X	PDF	X	PDF	X	PDF				
		Intake Clinical Forms	X	PDF	X	PDF	X	PDF	X	PDF	X	Discrete	X	PDF	X	PDF	X	PDF				
		Pre- Screeners	X	PDF	X	PDF	X	PDF	X	PDF	X	PDF	X	PDF	X	PDF	X	PDF				
		Appt Reminders	X	-	X	-	X	-	X	-	X	-	X	-	X	-	X	-				
		Post-Visit Surveys	X	PDF	X	PDF	X	PDF	X	PDF	X	PDF	X	PDF	X	PDF	X	PDF				
		Advanced eBilling	X	Discrete	X	Discrete	X	Discrete	X	Discrete	X	Discrete	X	Discrete	X	Discrete	X	Discrete				
		Patient Portal	X	-	X	-	X	-	X	-	X	-	X	-	X	-	X	-				
	Advanced eBilling	Pre Visit Payments	X	Discrete	X	Discrete	X	Discrete	X	Discrete	X	Discrete	X	Discrete	X	Discrete	X	-				
		Card on File	X	-	X	-	X	-	X	-	X	-	X	-	X	-	X	-				
		Counter top Payments	X	Discrete	X	Discrete	X	Discrete	X	Discrete	X	Discrete	X	Discrete	X	Discrete	X	-				
		Payment Portal	X	Discrete	X	Discrete	X	Discrete	X	Discrete	X	Discrete	X	Discrete	X	Discrete	X	-				
		Advanced eBilling	X	Discrete	X	Discrete	X	Discrete	X	Discrete	X	Discrete	X	Discrete	X	Discrete	X	Discrete				
		Payment Plans	X	Discrete	X	Discrete	X	Discrete	X	Discrete	X	Discrete	X	Discrete	X	Discrete	X	-				
		Text/Email to Pay	X	-	X	Discrete	X	Discrete	X	Discrete	X	Discrete	X	Discrete	X	Discrete	X	-				
		Online Bill Pay	X	Discrete	X	Discrete	X	Discrete	X	Discrete	X	Discrete	X	Discrete	X	Discrete	X	-				
		Scheduling	Q2 '25	Discrete	Q2 '25	Discrete	Q2 '25	Discrete	Q2 '25	Discrete	X	Queue	X	Queue	X	Queue	X	Queue	Q2 '25	Discrete		
		2 way Chat	X	-	X	-	X	-	X	-	X	-	X	-	X	-	X	-				

Why Partner with Health iPASS?



Revenue

Generate incremental recurring revenue from Health iPASS SAAS subscription fees **and** payments volume.



Product

Expand your Product offering decreasing client churn.



Functionality

Enhance your native SAAS product by adding Health iPASS features and functionality via a direct integration. *If applicable*



Access

Obtain access to most major EMR/PM platforms for product and payment enablement.

Partnership Options



Let us sell on your behalf

Referral Partner



Non-Integrated

- HiP Brand or White Label



Integrated

- HiP Brand or White Label



You sell new HIP products/services

Reseller Partner



Non-Integrated

















- HiP Brand or White Label



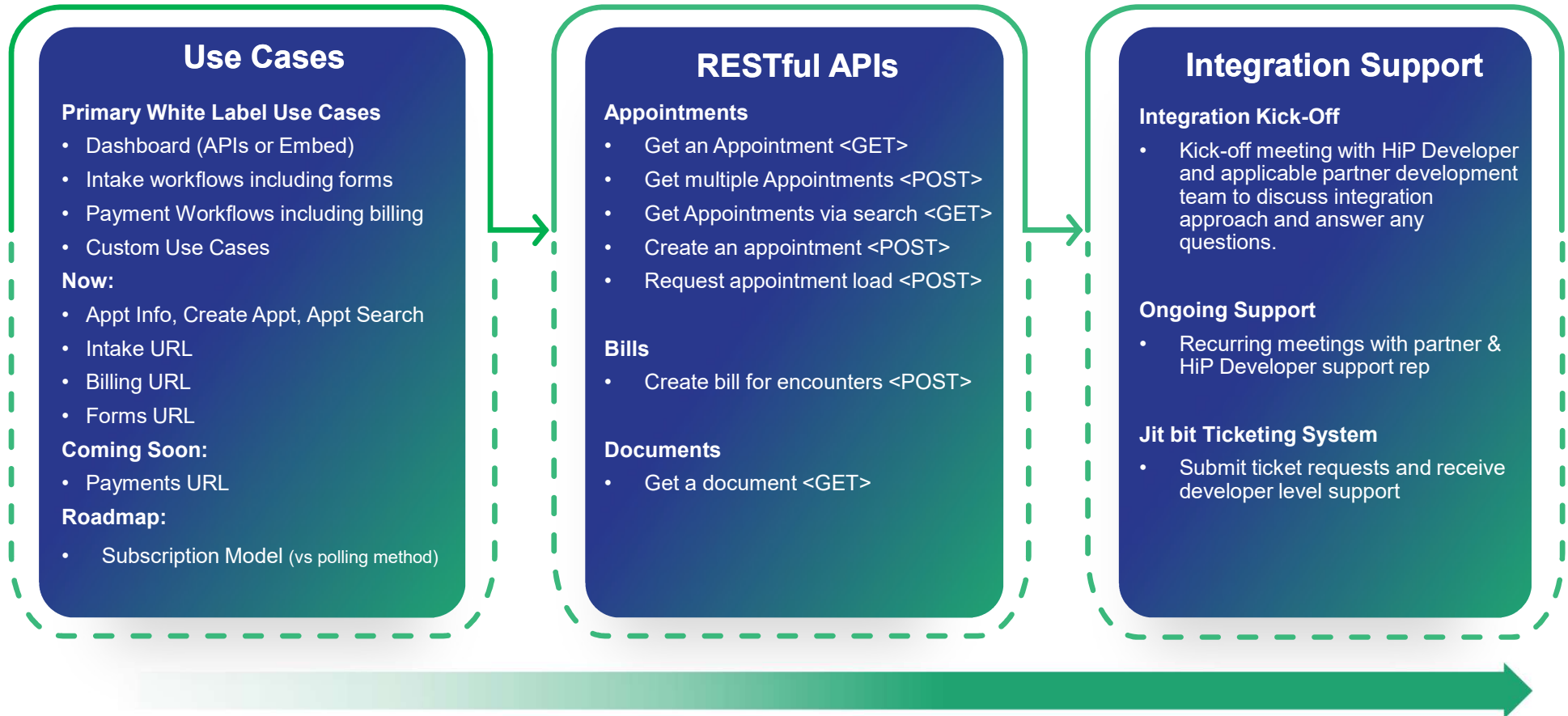
Integrated

- HiP Brand or White Label

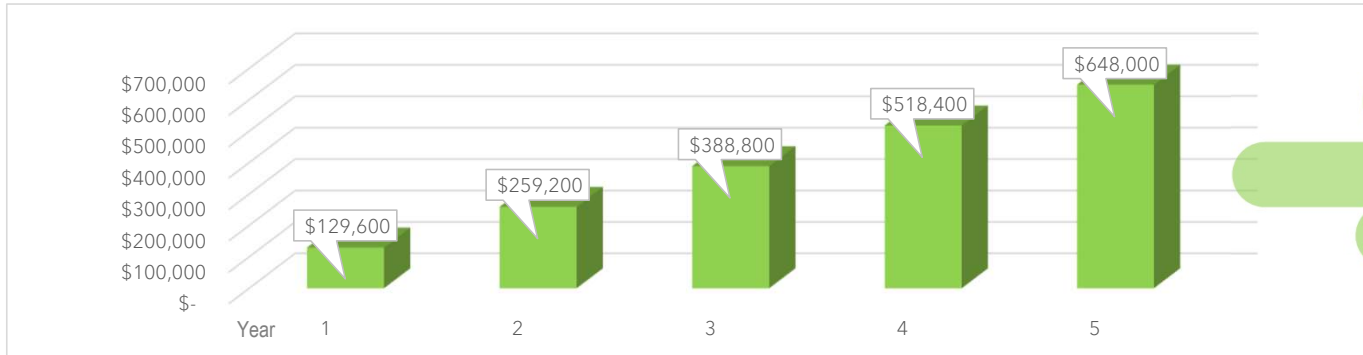
Integration Options

	White Label	Integration Methods	Implementations	Client Billing & Support	PM Writeback
Post Visit Billing		API or Flat File	Partner or HIP	Partner or HIP	
Forms		Flat file	HIP	Partner or HIP	
E-Check-in		API	Partner or HIP	Partner or HIP	
Payments		API	HIP	HIP	
Text/email Communications		API	Partner or HIP	Partner or HIP	
Eligibility/ Cost Estimator		API	Partner or HIP	Partner or HIP	
Patient Portal		API	Partner or HIP	Partner or HIP	
eStatements		API	Partner or HIP	Partner or HIP	

Developer Portal & Integration Support



Example Partnership Revenue Potential



1 Client per Month
\$2M over 5 Years

1 Client Assumptions

SAAS Assumptions

- \$150 per provider
- 1 Client per month
- 50 providers per client
- 10% Revenue

Payment Assumptions

- \$200k monthly volume
- \$50 avg ticket
- Rate 0.75%
- 10% revenue share

	Single Client Profile	Year 1	Year 2	Year 3	Year 4	Year 5
Assumptions						
Clients Per Month	1	12	24	36	48	60
Locations	10	120	240	360	480	600
Provider per location	5	5	5	5	5	5
Total Provider	50	600	1,200	1,800	2,400	3,000
Average ticket / Payment Volume	\$ 200,000	\$ 28,800,000	\$ 57,600,000	\$ 86,400,000	\$ 115,200,000	\$ 144,000,000
Payment Interchange Markup	0.75%	0.75%	0.75%	0.75%	0.75%	0.75%
Revenue						
SaaS Partner Revenue	\$ 750	\$ 108,000	\$ 216,000	\$ 324,000	\$ 432,000	\$ 540,000
Payment Processing Revenue	\$ 150	\$ 21,600	\$ 43,200	\$ 64,800	\$ 86,400	\$ 108,000
Total Partner Revenue Potential	\$ 900	\$ 129,600	\$ 259,200	\$ 388,800	\$ 518,400	\$ 648,000

All calculations and information generated in this profit model are estimates only and are further dependent upon the accuracy and completeness of any assumptions. Health iPASS does not assume any responsibility for the accuracy or completeness of any information, calculations, formulas or other items contained herein.

Partnership Benefits Summary

1 **Best in Class**
Refer or Resell the best Patient Engagement Solution (*period*).

SAAS Revenue
Unlock incremental high-margin recurring SAAS Revenue.

2

3 **Payments Revenue**
Benefit from lucrative payment processing.

Reduce Client Churn
Reduce client attrition by offering necessary patient engagement solutions before the competition does.

4

5 **Sales Expertise**
Utilize Health iPASS' industry leading sales team or allow us to train your team.

6 **Reduce time to Market**
Reduce time to market by leveraging a robust suite of PM/EMR integrations.

API Integration
Easy API integration, with developer portal and developer support.

7

8 **White Label**
Expand **YOUR** product offering to high value Health vertical clients.

Bank Agnostic
Leverage a bank agnostic Patient Engagement solution; most are now owned by large banks.

9

10 **Innovative & Nimble**
75% of our product roadmap is from feedback from partners and clients.

Security is Priority #1

Health iPASS with Sphere (our parent company) security and privacy are our top priorities. From our technical infrastructure, to Product development, to hiring and training, our DNA is protecting patient and cardholder data. We are transforming patient engagement with smart, simple and secure solutions that work within existing core business systems to optimize workflow, save time and reduce costs. Combining security software, a payments gateway and merchant software services, we are leading the evolution in integrated patient engagement and payment solutions by making it easier to securely connect and interact with patients.

HiTrust Certified



Card Brand PCI
Compliant



EMV Certified

PCI Validated Point to Point
Encryption



Tokenization

Partnership Next Steps





Thank you!

VP Sales/Marketing - Eric Driggers – eric.driggers@healthipass.com

VP Product/Implementations – Sylvia Xistris – sylvia.Xistris@healthipass.com

VP Client Success/Client Support – Christine Marag – christine.marag@healthipass.com

Integrated Partner Case Study



Overview



Who is Artera

Summary of who they are, the market they serve, and their product offering.



Solution

Overview of how Artera leveraged Health iPASS white label APIs to expand their core product.



Problem

Overview of challenges Artera was facing prior to integrating into Health iPASS



Results & Timeline

Impact to client churn and revenue



“Partnering with Health iPASS allowed us to quickly expand our product offering, increasing client stickiness while driving impactful incremental revenue” – Guillaume de Zwirek CEO Artera

Who We Are

The logo for Artera, featuring the word "artera" in a bold, purple, lowercase sans-serif font. A small purple icon resembling a medical syringe or needle is positioned above the letter 'a'.

Artera's mission is to improve patient communications and customer service in healthcare.

Artera is a digital health company that helps healthcare providers communicate with patients through a variety of channels. Artera's platform integrates with a healthcare organization's tech stack, EHRs, and third-party vendors to unify digital communications into a patient's preferred channel. These channels include text messaging, email, IVR, and webchat, and are available in more than 109 languages.

Artera's Marketplace connects patients with more than 50 digital health vendors across categories such as scheduling, intake, patient education, and billing. Artera also has a Message API (MAPI) that allows third-party systems to send messages directly to patients.

More than 700 healthcare systems and federal agencies use Artera to facilitate about 2.2 billion messages each year, reaching over 100 million patients

Problem

Although Artera is a leading healthcare vertical message provider, they found they were losing clients to full Patient Engagement Solution providers who could provide similar messaging functionality along with additional tools, such as electronic check-in, electronic forms, patient collections, and electronic statements.





Solution

Artera integrated with Health iPASS' full set of APIs, allowing Artera to white label and offer additional Patient Engagement products, such as electronic intake, billing and payments acceptance to base clients and net new clients.

Results

As a result of Artera's new full Patient Engagement solution, Artera was not only able to **decrease Client churn by 30%**, but was also able to generate significant incremental revenue through the new product offering, increasing overall margins by **more than 20%**.



TIMELINE

