hellopatient

RCM & Billing

Don’t let a missed call become an unpaid balance.

Hello Patient’s AI agent answers every billing call and text in seconds, day and night. It explains charges, sends a payment link in the same conversation, and makes the outreach calls your team can’t get to.

THE PROOF

WellStreet completely retired billing voicemail

The problem

Billing operations typically fall behind in two areas: incoming calls and outbound follow-up.

During peak hours, patients wait 5+ minutes to ask about a charge or balance. After hours, calls go to voicemail. Messages pile up over the weekend, and by Monday your team is already behind. When patients can't get answers about a confusing charge, some dispute the bill or never pay.

On the outbound side: bills go out, but staff doesn't always have time to follow up. Balances age until what could have been a simple conversation becomes a collections issue.

INBOUND

What the agent does on a call

Answers instantly, 24/7, Patients get help by phone or text, including nights, weekends, and peak hours. No waiting on hold.

Answers insurance questions. Explains whether a claim has been processed, is still pending, or needs follow-up from the billing team.

Sends the payment link during the call. It goes to your existing payment system, so patients can review/pay before hanging up.

Verifies the caller. Using phone number and date of birth.

Explains charges. Breaks down what each charge is for and what the patient still owes in plain language.

Escalates with context. Disputes, hardship, and anything outside protocol routes to your team. Transfers calls during business hours, and creates tickets after hours.

OUTBOUND

How the agent follows up on bills

- **Balance reminders by text and phone.** The agent reaches the patient while the balance is still recent, explains charges in plain language, and answers questions that were stalling payment.
- **Follow-up on declined cards.** When a payment doesn't go through, the agent follows up instead of letting the bill silently age.
- **Sends payment links.** Within the same conversation, the agent sends a link that routes to your existing payment system. Patients review and pay from their phone.
- **Verification and escalation when needed.** Identity checks before any balance is discussed; disputes and hardship conversations go to your team.

THE PROOF

30-50% of patients with an unpaid balance make a payment



THE PROOF

WellStreet retired billing voicemail entirely

Piedmont Urgent Care by WellStreet put a Hello Patient AI agent on their billing lines. It handled 20,000+ calls a month in their first three months, resolving 48% without staff involvement by month three. 40% of texted payment links end in a paid balance.

Patients now reach the billing agent at every hour the team isn't on the phones.

HIPAA-compliant by design, BAA with every account. The agent verifies identity before discussing any balance, payments stay inside your existing payment system, and every interaction is logged and reviewable. Every unresolved question becomes a documented ticket. Works with the EHR, practice-management, and RCM systems healthcare already runs on. Healthcare is all we do.





Turn missed billing calls into paid balances.

Book a demo