

Convergent Healthcare Recoveries, Inc.

IVR Process

August 6, 2013

V 1.0

**IVR Process Flow:**

When someone calls into the IVR they hear the following:

Thank you for calling Convergent Healthcare Recovery Inc. a professional debt collection company. Your call may be recorded for quality assurance. If you are a healthcare provider, please press 1 now. To make a payment please press 2 now. Otherwise stay on the line and the next available representative will be with you. (do not repeat)

If they press 2 they will hear: Please enter your account number located on your collection notice (repeat 1 time on no-input). To protect the privacy of your account, please enter your date of birth or the last 4 digits of your Social Security Number and then press pound (repeat 1 time on no-input). Federal law mandates that I inform you, this communication is from a debt collector, this is an attempt to collect a debt and any information obtained will be used for that purpose. Your balance is (route balance).

If the account number does not match: “I am sorry but that account number does not match our records (repeat 2 times attempts). Please hold while we connect you with an account representative.  This call may be monitored and or recorded for quality assurance purposes.”

If the Zip or SS# does not match: “I'm sorry.  The number you entered did not match our records.” The patient or responsible party is given 2 more chances to input then it is transferred to a representative.

To make a payment online please press 1 now. To make an automated payment using your credit card, please press 2 now (see credit card process). If you would like to make a payment using your checking account please press 3 now (see check/savings process). If you would like to make a payment using your savings account please press 4 now (see check/savings process). If you would like to hear our mailing address please press 5 now. If you would like to update your account information or speak with an account representative please press 6 now. To hear this message again please press star (repeat 2 times on \*, no-input, or no-match)

For the option 1 you would hear: [Please have your account number ready and visit us at](http://www.lowerbuckshospital.org/) (client website). Please have the following account number ready when you login on (repeat 2 times). To hear this message again please press 1 now. Goodbye.

For option 4 you would hear: Please make your check payable to (lockbox address). You may also pay your bill on line at (client website). To hear this address again please press 1 now. Goodbye.

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CC Payment Process:

If you choose option 2 to pay using a credit card you would hear: A 5.00 fee will be added for any CC transaction, if you wish to continue press 1 to speak to a representative please press 2. To pay your account in full in the amount of (route balance) press 1 now. To make a payment in an amount lesser than the balance please press 2 now (repeat 2 times on failure or no-input, then transfer to a rep). You will now be asked to enter the amount of your payment including both dollars and cents. For example a fifty dollar payment would be entered as five, zero, zero, zero. Please enter your payment amount now followed by the pound sign (repeat 2 times). You entered (dollar and cents), if this is correct please press 1 now, if not press 2 (repeat 2 times).

If the amount is too small they would hear: I am sorry but the amount you entered (dollar and cents) is less than the minimum required amount of 20%. To make a minimum payment in the amount of (minimum amount) press 1 now. To pay a different amount please press 2 now. To return to the main menu press 3 now (repeat 2 times on no-input or bad entry, then transfer to rep).

You’ll now be asked for some credit card information and you need to have your credit card available.  We will play music to give you plenty of time to get your credit card.  Please hit any key when you are ready to proceed. You will now be asked for your credit card information. What is the credit card type?  For Visa, press 1. For MasterCard, press 2. For any other card, press 3 (5 sec music)(option 3 would transfer through to a representative). Using your telephone keypad, enter your entire credit card number, followed by the pound sign.  Using your telephone keypad, enter your credit card’s four-digit expiration date using to digits for the month and year, followed by the pound sign (short pause).  For example, if your expiration date is April 2011 you would enter, zero four, one one followed by the pound sign. Please enter the four digit expiration date now, followed by the pound sign. Please enter the 3 digit CSV code located on the back of your card. Ok, let’s confirm.  We have (card type, card number and expiration) If this is correct press one, otherwise, press two. Thank you for verifying your credit card information.   You will now be asked to authorize the transaction.  If you authorize the transaction, Within the next 24 hours your credit card will be processed for the amount of (payment amount). To authorize this transaction please press 1 (repeat 1 times). Thank you, your transaction is complete. Have a great day.

If they enter a bad credit card number they would hear: I’m sorry, but that looks like an invalid credit card number. The patient or responsible party is given 1 more chance to input then it is transferred to a representative.

If they enter a bad expiration date they would hear: I’m sorry, but that looks like an invalid credit card expiration date. The patient or responsible party is given 1 more chance to input then it is transferred to a representative.



Checking & Savings Payment Process:

On the main menu option 3 is selected, to pay using a checking account, this is what you will hear: To pay using your checking account please press 1 now. To pay using your savings account please press 2 now (this option would be transferred through to a representative). You’ll now be asked for your bank routing number and account number and need to have a check available.  We will play music to give you plenty of time to get your checkbook, please hit any key when you are ready to proceed. Using your telephone keypad, please enter your banks nine digit routing number followed by the pound sign.  Your routing number is located in the lower left hand corner of your check. Please enter your account number followed by the pound sign.  Your account number is located at the bottom of your check, following the routing number. Ok, let’s confirm.  We have (routing number and account number). If this is correct press one.  Otherwise, press two. Thank you for verifying your checking account information.   You will now be asked to authorize the transaction.  If you authorize the transaction, within 24 hours your checking account will be debited for the amount of (agreed amount). To authorize this transaction please press 1 (repeat 1 times). Thank you, your transaction is complete. Have a great day.

If the wrong routing number is entered they would hear: I’m sorry, but that looks like an invalid routing number. The patient or responsible party is given 1 more chance to input then it is transferred to a representative.

If the wrong account number is entered they would hear: I’m sorry, but that looks like an invalid account number. The patient or responsible party is given 1 more chance to input then it is transferred to a representative.



**File Names, Transfer Information and Tech Changes:**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **FileName** | **Transfer Queue to use** | **Verified** | **Text** | **Tech Changes from DIP** |
| Intro1CBA |  | y | Thank you for calling Convergent Healthcare, a debt collection agency. | CBADIP should index into the "clientinfo" table with the DNIS, in order to get the Namespace.   If SQL lookup fails, or doesn't return a Namespace, transfer to FACS.   SQL lookup returns Namespace, along with Transfer1, Transfer2, Transfer3, TransferSP.    We also get balance levels to select which transfer to use based upon how high the client value is.  Agent Xfter transfers to the FACS ACD. |
| Replace Intro1CBA |  |  | Thank you for calling Convergent Healthcare Recovery Inc. a professional debt collection company. |  |
|  |  |  |  |  |
| NEW |  |  | Your call may be recorded for quality assurance. |  |
| NEW |  |  | If you are a healthcare provider, please press 1 now. To make a payment please press 2 now. Otherwise stay on the line and the next available representative will be with you. (do not repeat) |  |
|  |  |  |  |  |
| EnterAccountERS |  |  | Please enter your account number located in the upper right corner of the letter starting with the first numerical digit. [repeat 1x on no-input] | [Use account number and Namespace to call Soap web service path is http://wavxml02/csp/xxx/User.IVRSoap.cls?WSDL where xxx is the FACS namespace retrieved from the SQL query.   Get resulting data including clientclass, account balance, last four social, zip code, etc.](http://wavxml02/csp/xxx/User.IVRSoap.cls?WSDL) |
| Replace EnterAccountERS |  |  | Please enter your account number located on your collection notice (repeat 1 time on no-input). |  |
|  |  |  |  |  |
| FailedAccount |  | y | I am sorry but that account number does not match our records. [repeat 2x attempts] | Change from 2 attempts to 1 |
| ConnectToAgent | Transfer1 | y | Please hold while we connect you with a account representative.  This call may be monitored and or recorded for quality assurance purposes. |  |
|  |  |  |  |  |
| VerifySocOnly |  | y | To protect the privacy of your account, please enter your 5 digit zip code or the last 4 digits of your Social Security Number and then press pound.   [repeat 1x on no-input] | Depending on whether web service returns last four of social, zip code, or both, select one of the follwoing prompts and attempt to verify.  If we have no social nor zip code, transfer to Transfer1 |
| Replace VerifySocOnly |  |  | To protect the privacy of your account, please enter your date of birth or the last 4 digits of your Social Security Number and then press pound (repeat 1 time on no-input). |  |
|  |  |  |  |  |
| NEW |  |  | Federal law mandates that I inform you, this communication is from a debt collector |  |
|  |  |  |  |  |
| Message3 |  | y | Your account balance is <<TTS>> |  |
| Replace Message3 |  |  | Your balance is <<TTS>> |  |
|  |  |  |  |  |
| **Main Payment Menu** |  |  |  |  |
| Option1 |  | ??? | To make a payment online please press 1 now. |  |
|  |  |  |  | We need to read Web login and TTS it.   UDW 230 |
| Option2 |  | y | To make an automated payment using your credit card, please press 2 now. |  |
| Option3 |  | y | If you would like to make a payment using your checking account please press 3 now. |  |
|  |  |  |  |  |
| NEW |  |  | If you would like to make a payment using your savings account please press 4 now |  |
|  |  |  |  |  |
| Option4 |  | y | If you would like to hear our mailing address please press 4 now. |  |
| Replace Option 4 |  |  | If you would like to hear our mailing address please press 5 now. |  |
|  |  |  |  |  |
| Option5 |  | y | If you would like to update your account information or speak with a account representative please press 5 now. |  |
| Replace Option 5 |  |  | If you would like to update your account information or speak with an account representative please press 6 now. |  |
|  |  |  |  |  |
| OptionEnd |  | XXX | To hear this message again please press star [repeat x2 on \*, no-input, or no-match] |  |
| **Web Pay** |  |  |  |  |
| PayCovergent |  |  | “website” dot com | Value of paywebsite field |
| WebPay |  | x | [Please have your account number ready and visit us at](http://www.lowerbuckshospital.org/) |  |
| WebpayERS |  |  | Please have the following account number ready when you login on [ repeat x2 times } |  |
| WebPay2 |  | x | To hear this message again please press 1 now. |  |
| GoodBye |  |  | GoodBye |  |
| **Mail Address Payment** |  |  |  |  |
| MailPay1 |  | y | Please make your check payable to |  |
| MailPay2 |  | y | [Our address is](http://www.lowerbuckshospital.org/) |  |
| MailPay3 |  | ??? | You may also pay your bill on line at |  |
| PayCovergent |  |  | “website” dot com | Value of paywebsite field |
| MailPay4 |  | y | To hear this address again please press 1 now. |  |
| GoodBye |  |  | GoodBye |  |
| **CC Payment** |  |  |  |  |
| NEW |  |  | A 5.00 fee will be added for any CC transaction, if you wish to continue press 1 to speak to a representative please press 2. |  |
|  |  |  |  |  |
| payAmount1 |  | y | To pay your account in full in the amount of |  |
| payAmount2 |  | y | dollars and |  |
| payAmount3 |  | y | cents press 1 now |  |
| payAmount4 |  | XXX | To make a payment in an amount lesser than the balance please press 2 now. [repeat 2x on failure or no-input, then transfer] |  |
| payAmount5 |  | y | You will now be asked to enter the amount of your payment including both dollars and cents. For example a fifty dollar payment would be entered as five, zero, zero, zero. Please enter your payment amount now followed by the pound sign. <repeat 2x> |  |
| payAmount6 |  | y | You entered |  |
| payAmount7 |  | y | cents. |  |
| payAmount7 |  | y | If this is correct please press 1 now, if not press 2 <repeat 2x> |  |
| payAmount8 |  | y | I am sorry but the amount you entered, |  |
| payAmount9 |  | y | cents, is less than the  minimum required amount of <TTS Minimum Amount > | minimum payment SOAP web service.  The only change will be that it will use the IVR clientcode and namespace as inputs. |
| payAmount10 |  | y | To make a minimum payment in the amount of <TTS Minimum Amount> |  |
| payAmount11 |  | y | cents please press 1 now. To pay a different amount please press 2 now. To return to the main menu press 3 now.  [repeat 2x on no-input or bad entry, then transfer] |  |
| ccPay1 |  | y | You’ll now be asked for some credit card information and you need to have your credit card available.  We will play music to give you plenty of time to get your credit card.  Please hit any key when you are ready to proceed. |  |
| ccPay2 |  | y | You will now be asked for your credit card information. What is the credit card type?  For Visa, press 1. For MasterCard, press 2. For Discover Card press 3<5 sec music> |  |
| Replace ccPay2 |  |  | You will now be asked for your credit card information. What is the credit card type?  For Visa, press 1. For MasterCard, press 2. For any other card, press 3 (5 sec music)(option 3 would transfer through to a representative). |  |
|  |  |  |  |  |
| ccPay3 |  | y | Using your telephone keypad, enter your entire credit card number, followed by the pound sign. |  |
| ccPay4 |  | y | I’m sorry, but that looks like an invalid credit card number. | repeat only once then transfer to a rep |
| ccPay5 |  | y | Using your telephone keypad, enter your credit card’s four-digit expiration date using to digits for the month and year, followed by the pound sign. <short pause>.  For example, if your expiration date is April 2011 you would enter, zero five, one one followed by the pound sign. |  |
| ccPay6 |  | y | Please enter the four digit expiration date now, followed by the pound sign |  |
| ccPay7 |  | y | I’m sorry, but that looks like an invalid credit card expiration date. | repeat only once then transfer to a rep |
|  |  |  |  |  |
| NEW |  |  | Please enter the 3 digit CSV code located on the back of your card. | If they do not enter a number then transfer to a rep |
|  |  |  |  |  |
| ccPay9 |  | y | Ok, let’s confirm.  We have… |  |
| ccVisa |  |  | Visa card |  |
| ccMaster |  |  | Mastercard |  |
| ccDiscover |  |  | Discover card |  |
| ccPay10 |  | x | card number |  |
| ccPay11 |  | x | ...expiring on… |  |
| ccPay12 |  | x | If this is correct press one.  Otherwise, press two |  |
| ccSuccess1 |  |  | Thank you for verifying your credit card information.   You will now be asked to authorize the transaction.  If you authorize the transaction, Within the next 24 hours your credit card will be processed for the amount of |  |
| ccSuccess2 |  |  | To authorize this transaction please press 1 <repeat 3x> | repeat only once then transfer to a rep |
| ccSuccess3 |  |  | Thank you, your transaction is complete. Have a great day. |  |
| **Check Payment** |  |  |  |  |
| ccPayIntro |  |  | To pay using your checking account please press 1 now. |  |
|  |  |  |  |  |
| NEW |  |  | To pay using your savings account please press 2 now | this option would be transferred through to a representative |
|  |  |  |  |  |
| checkPay1 |  | y | You’ll now be asked for your checking account number and routing number and you need to have a check available.  We will play music to give you plenty of time to get a check, please hit any key when you are ready to proceed. |  |
| Replace checkPay1 |  |  | You’ll now be asked for your ~~checking~~ bank routing number and account number and ~~you~~ need to have a check available.  We will play music to give you plenty of time to get your checkbook, please hit any key when you are ready to proceed. |  |
|  |  |  |  |  |
| checkPay2 |  | y | Using your telephone keypad, please enter your banks nine digit routing number followed by the pound sign.  Your routing number is located in the lower left hand corner of your check. |  |
| checkPay3 |  | y | I’m sorry, but that looks like an invalid routing number | Repeat 1 time then transfer to a rep |
| checkPay4 |  | y | Please enter your account number followed by the pound sign.  Your account number is located at the bottom of your check, following the routing number. |  |
| checkPay5 |  | y | I’m sorry, but that looks like an invalid account number. | Repeat 1 time then transfer to a rep |
| checkPay6 |  | y | Ok, let’s confirm.  We have… |  |
| checkPay7 |  | y | Acount number |  |
| checkPay8 |  | y | Routing number |  |
| checkPay9 |  | y | If this is correct press one.  Otherwise, press two |  |
| checkSuccess1 |  | y | Thank you for verifying your checking account information.   You will now be asked to authorize the transaction.  If you authorize the transaction, within 24 hours your checking account will be debited for the amount of |  |
| ccSuccess2 |  | y | To authorize this transaction please press 1 <repeat 3x> | Repeat 1 time then transfer to a rep |
| ccSuccess3 |  | y | Thank you, your transaction is complete. Have a great day. |  |

Information Needed:

|  |  |
| --- | --- |
| **All Clients:** |  |
| Address | PO Box 805184 DEPT 0102 KANSAS CITY, MO 64180 |
| Client name (Or CBA name if desired) | Convergent Healthcare Recovery Inc. a professional debt collection company |
| Payment website (If exists) | Web address is not up and running as of yet but is: chr.estatemnt.com |
| Health Care Provider | 800-706-4357 Route: 106 |
| Minimum Payment logic (i.e. months in agency vs. % of balance etc) | 20% of Balance |
| Option of either matching on Primary or Responsible party information in FACS | Match on both RP or Patient |
|  |  |
| **Inbound DNIS** | **Main Transfer FACS IB route** |
| 866-867-0179 all Primes | 100 |
| 866-207-8464 all Wheaton (client # starts with 4) | 103 |
| 888-801-4395 all Sonar (starts with W) | 104 |

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