

# CivicaPay for the NHS

The next generation **income management and payments solution** for NHS trusts

CivicaPay is a payments and income management solution designed to support the changing needs of NHS trusts, offering a wide range of options to facilitate advance payment - for elective procedures, from overseas patients and other miscellaneous services.

## Top reasons for choosing CivicaPay:

### Ease-of-use

With CivicaPay, front-line staff have more options than ever to collect income via cash, card and cheque, whether in the cash office or on the ward. With self-service online access, patients and carers can make payments at a time and place convenient to them. This saves your trust the time and money spent chasing debt, and gives you reassurance that income is correctly recorded and allocated.

### Flexibility

The CivicaPay solution can be tailored to your trust's needs, and the requirements of your patients and carers. Already integrated with the Oracle finance solution (in association with NHS Shared Business Services), CivicaPay enables you to offer multiple payment methods and channels that suit the needs of your organisation and community.

### Fast settlement of funds

CivicaPay's streamlined processes ensure that payments are collected and settled into your account quickly, accurately and with minimum impact on your trust's resources. Our solution gives you total visibility of your income, allowing you to easily generate reports.

### Instant access to transaction history

Easily and securely access a central patient financial record which shows all transactions and payment history, available as soon as a transaction is made and integrated directly into the NHS Oracle finance management system.

### We know the NHS

As a leading partner in the sector, Civica has a suite of established healthcare solutions, including our contract management system, SLAM. With more than 30 years' experience, we work with 200 UK NHS trusts. CivicaPay builds on this knowledge, allowing us to offer a solution designed to support the unique requirements of the sector.

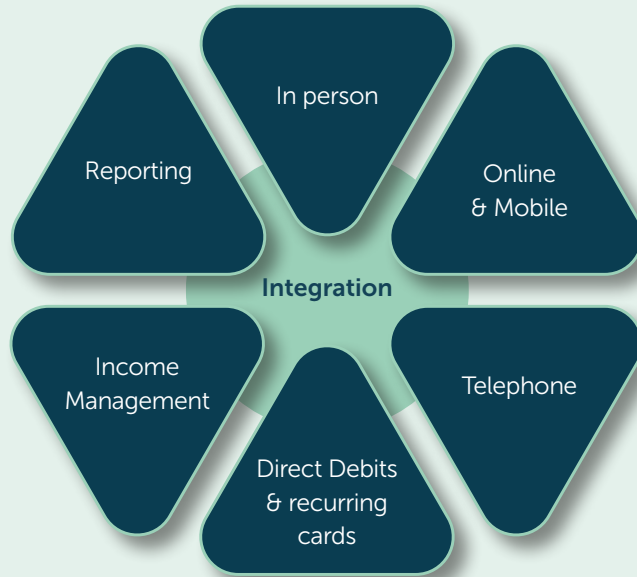
### CivicaPay

CivicaPay can help your trust transform how payments are collected and income is managed. Contact our experienced team if you would like further information about income management or how we can help with the collection of payments.

## Key benefits:

- ▶ **Facilitates advance collection of payments for elective procedures, from overseas visitors and other miscellaneous services to meet NHS Improvement guidelines, including the overseas patient upfront tariff**
- ▶ **Speeds up transaction and settlement times, giving you quicker access to your income**
- ▶ **Introduces a more efficient, paperless self-service process, reducing administration**
- ▶ **Reduces reporting time via a clear, instantly-accessible audit trail of transactions**
- ▶ **Empowers patients and carers to easily make payments online, by telephone or in person, maximising income**
- ▶ **Level 1 PCI DSS compliant with secure operator assisted systems, giving you peace of mind.**

Our multi-channel approach makes it easy for trusts to collect payments no matter how their patients and carers wish to pay.



### In person

- ▶ Payments via cash, cheque, credit and debit card (Chip & PIN)
- ▶ Supporting contactless, Apple Pay & Android Pay.

### Online & Mobile

- ▶ eCommerce solution for integration with existing websites
- ▶ Full integration with PayPal
- ▶ Mobile payments via app.

### Telephone

- ▶ Automated secure telephone payments
- ▶ PCI-compliant operator assisted payment lines.

### Direct Debits and recurring cards

- ▶ Supports paperless Direct Debits
- ▶ Recurring cards are a viable alternative to Direct Debits and cost the payer less

### Income management

- ▶ Collection
- ▶ Bank reconciliation
- ▶ Distribution

### Reporting

- ▶ Auditable transactions
- ▶ Key stakeholder reports

## What does CivicaPay deliver?



### Improved user experience

- ▶ Multi-channel access for patients and carers to pay in a way convenient for them
- ▶ Secure processes to minimise the risk of fines and provide peace of mind.



### Increased revenues

- ▶ Multiple payment options to encourage reliability of income
- ▶ Supporting growth through additional revenue streams.



### Efficiencies and insight

- ▶ Streamlined administration processes
- ▶ Improved decision-making informed by comprehensive reporting.

## Key customers

- ▶ NHS Shared Business Services
- ▶ University Hospital Southampton NHS Foundation Trust
- ▶ Lancashire Teaching Hospital NHS Foundation Trust
- ▶ Portsmouth Hospitals NHS Trust
- ▶ St Helens and Knowsley NHS Trust
- ▶ Health and Social Care Service Information Centre (NHS Digital)

