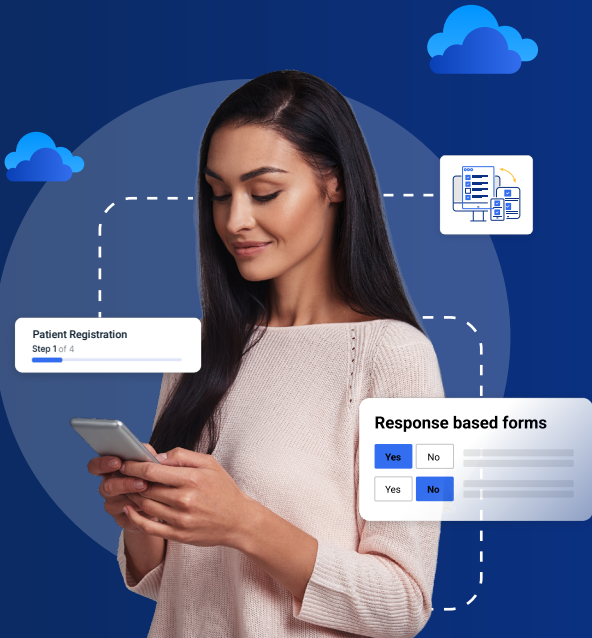


SmartIQ™ for Healthcare Providers

Revenue Cycle Management (RCM)

Digital-first patient access and financial workflows for a smarter revenue cycle.



Healthcare providers face mounting pressure to improve patient experience, reduce administrative burden, and accelerate reimbursement—all while navigating complex compliance requirements and staffing shortages. Legacy workflows—often paper-based or fragmented across systems—create bottlenecks, errors, and frustration for patients and staff alike.

SmartIQ™ transforms revenue cycle operations with adaptive, guided digital experiences that streamline patient access and financial services. From registration and eligibility verification to billing inquiries and financial assistance applications, SmartIQ automates data collection, approvals, and communications—ensuring accuracy, security, compliance, and speed.



Engineered for the Future of Healthcare Operations

<5%
NIGO rate (vs. industry average of 20–30%)

50%+
reduction in manual data entry

70%
faster patient registration and financial clearance



Revenue Cycle Management (RCM) Use Cases Supported

Front-End (Patient Access)



Digital Preregistration & Intake

Eliminate incomplete or inaccurate demographic and insurance information



Insurance Verification

Avoid charge-offs and surprise bills due to lapsed or terminated coverage



Consent & Authorization Forms

Condense the stack of patient forms into one guided digital process



Financial Counseling & Assistance Applications

Automatically determine propensity to pay and assess financial needs



Appointment Scheduling & Check-In

Provide consistent experiences across devices and locations

Back-End (Financial Services)



Billing Inquiries & Payment Plans

Automatically assess and assign patients to the appropriate outcomes



Claims & Appeals

Avoid up to 90% of claim denials by lowering your NIGO rate



Refund Requests

Automate requests for and processing of overpayment refunds



Charity Care & Medicaid Enrollment

Detect Medicaid eligibility, facilitate enrollment, and minimize charity care



Audit & Compliance Workflows

Streamline data collection and reporting

Expected Results with SmartIQ

90%

reduction in claim denials

85%

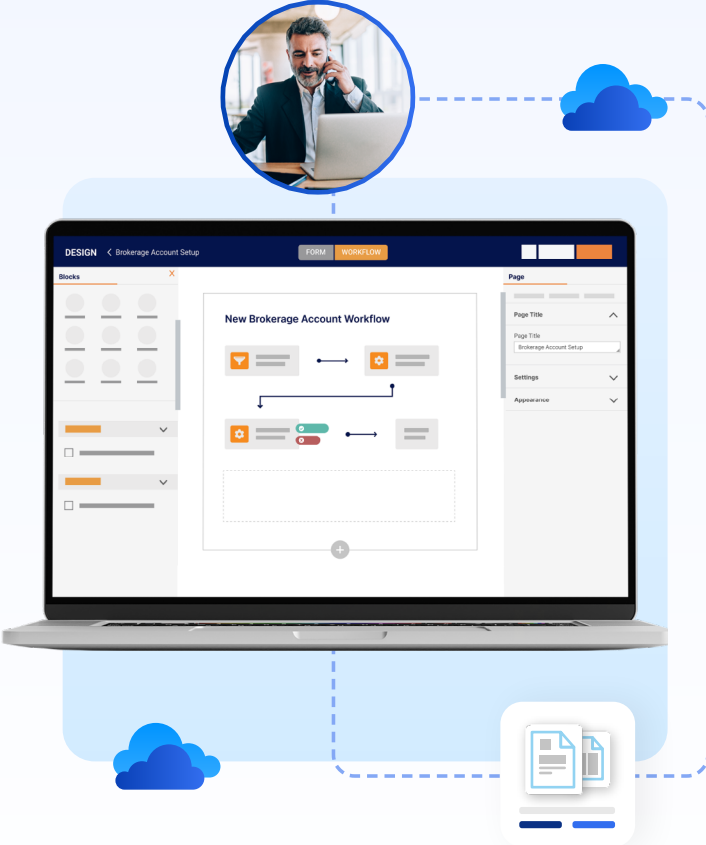
reduction in registration errors

60%

decrease in patient wait times



Critical Capabilities



Adaptive, Guided Digital Experiences

Tailor workflows to patient responses, prefill known data, and guide users through complex forms with ease.

Enterprise-Wide Data Sharing

Integrate with EHRs, billing systems, and CRMs to eliminate data silos and reduce rework.

Automated Approvals & Routing

Trigger real-time reviews, signatures, and escalations based on business rules.

Mobile-First, Patient-Friendly UX

Deliver secure seamless experiences across devices, supporting in-person, online, and hybrid care models.

Intuitive Design Interface

Empower operations teams to update workflows without IT bottlenecks.

Chart a Smarter Course

SmartIQ helps healthcare providers modernize patient access and financial workflows—reducing errors, improving satisfaction, and accelerating reimbursement. Let's talk about your automation goals.

Book Your Demo >>

Smart Communications Is a Recognized Industry Leader



Smart Communications™ powers digital-first, compliant experiences for regulated industries. Its Conversation Cloud™ platform—including SmartIQ™, SmartCOMM™, SmartPATH™, and SmartHUB™—enables frictionless data capture, omnichannel communications, orchestrated engagements, and secure archival. With prebuilt connectors to Waystar, Salesforce, DocuSign, and more, SmartIQ accelerates time to value and supports over 60 billion customer interactions globally. To learn more, visit smartcommunications.com.

