CollaborateMD Integrated Payment Processing Getting Started Guide

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1 Overview

Thank you for choosing CollaborateMD and TSYS® as your complete Integrated Payment Processing solution!

Our Integrated Payment Processing feature will save your office time and money. CollaborateMD offers hassle-free credit card processing and an online patient Payment Portal that will allow your office to collect more patient payments, get paid faster, and reduce the overall time and cost to collect patient payments. Synchronize your patient's credit card payments with CollaborateMD and you will increase business efficiency and accuracy with our advanced software and seamless integration.

This ***CollaborateMD Integrated Payment Processing Getting Started Guide*** should be referenced to enable, configure, process payments and disable one of more of the services included with Integrated Payment Processing. Integrated Payment Processing includes the **two optional services** below:

1.1 Credit Card Processing

Credit card processing can be used within the Payment and Scheduler sections to optimize payment collections without disturbing your normal workflow. Easily swipe or take payments over the phone with just a few clicks!

1.2 Payment Portal

The Payment Portal is a secure website your patients can access to make online payments, view visit and payment history, as well as print receipts and statements. Offer your patients more control of their payments and reduce A/R days, resulting in lowered collection costs. Patients will register at www.paystatementonline.com.

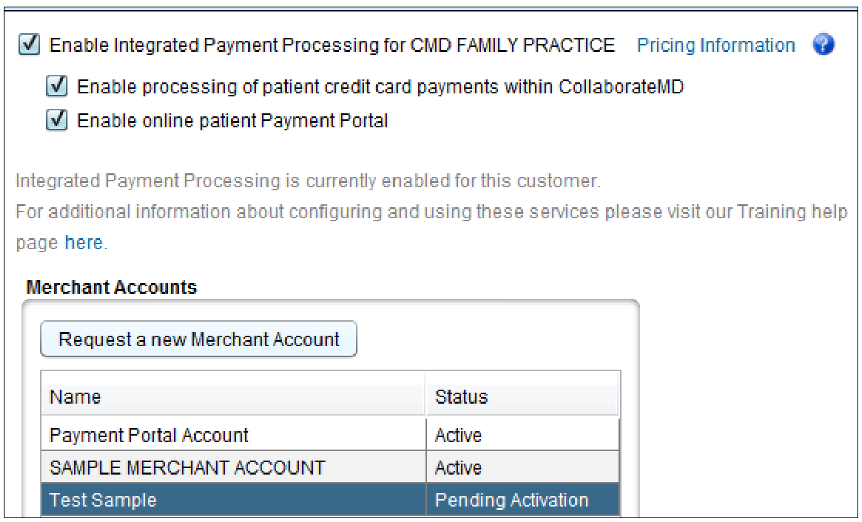
> ***Note:***
>
> Using the patient Payment Portal is optional. You do not have to enable this functionality in order to use credit card processing. However, you must be approved for a merchant account in order to take advantage of the benefits of the Payment Portal.

2 Getting Started

In order to enable Integrated Payment Processing within CollaborateMD you *must be* an Authorized Representative (Auth Rep). The following steps need to be completed *once* as the initial setup. Follow the steps below to enable Integrated Payment Processing within your CollaborateMD customer account(s). Once approved with TSYS®, a CollaborateMD representative will complete your integration activation.

> ***Note:***
>
> If credit card processing was already enabled, you may precede to the Configure the patient Payment Portal section of this user guide.

1. Go to the **Admin** section and click the **Services** tab.
2. Click the **Retrieve** button.
3. Click the **Add-On Services** tab and click the **Integrated Payment Processing** tab.
4. Check the box to **Enable Integrated Payment Processing** for <CUSTOMER NAME>.
5. By default, both services are enabled. To disable, uncheck a service below:
   5.1. **Enable processing of patient credit payments within CollaborateMD**. (Credit card processing)
   5.2. **Enable online patient Payment Portal**. (Online patient Payment Portal)
6. Click the **Request a New Merchant Account** button.
7. Enter a **Name** for your merchant account that best represents the location at which the account will be used.
8. Click the **Request** button.
9. Once satisfied with changes, click the **Save** button.
10. **Get ready!** A TSYS® Representative will call you within 1-2 business days to proceed with your new merchant account. Your TSYS® Rep will only attempt 3 calls to get you all the information you need, so be ready!

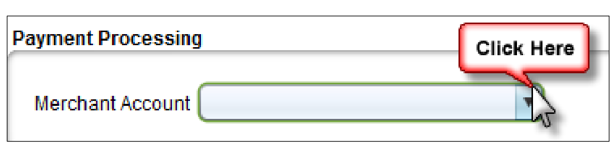


Note:

You must "**Request a new Merchant Account**" for **EACH** location and / or tax ID. Repeat steps 1-9 if applicable.

2.1 Defaulting a Merchant Account

After a CollaborateMD representative completes your configuration, your Integrated Payment Processing feature is now active and ready to use. In the event a user has multiple merchant accounts (multiple locations / tax IDs), a default merchant account to post payments can be selected for each user and customer. To default a merchant account, follow the steps below:



1. Go to the **System** section.
2. Click the **Defaults** tab.
3. Click the **Retrieve Defaults** button.
4. Go to the **Payment Processing** section located at the bottom right of the screen. Click the **Merchant Account** drop down menu and select the default **Merchant Account** to process a credit card payment. The selected merchant account can be changed when posting a payment.

5. Once satisfied with changes, click the **Save** button.

3 Using Integrated Payment Processing

1. **USB Card Reader**: Prior to enabling Integrated Payment Processing, you should have received your USB Card Reader from TSYS® and it should be ready to connect to the PC in which you will take credit card payments. Should you not have received your USB card reader prior to enabling this feature, please call **TSYS® at 800-654-9256**.
2. **TSYS® Training**: After you've completed the steps in this "*CollaborateMD Integrated Payment Processing Getting Started Guide*", you must contact **TSYS® Supplemental Training**. See the **Training** portion below for additional information. Reference the *Transaction Express User Guide* for additional functionality and reporting.

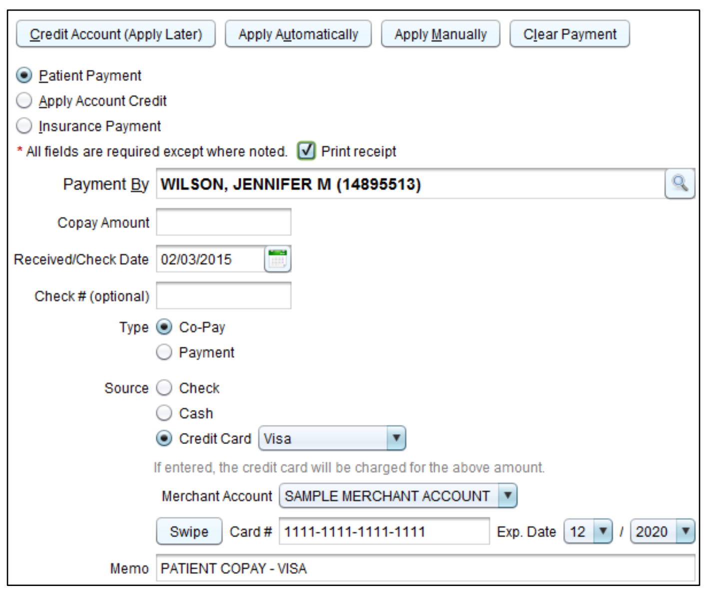
3.1 Processing a Credit Card Payment

Daily credit card transactions can be processed within the Payment or Scheduler sections of the application. Transactions will automatically post to the patient account and be reflected on appropriate reports.

> ***Note:***
>
> Transactions, such as voids and credits (refunds), must be processed through Transaction Express and added manually to the patient account within CMD.

3.1.1 Payment Section

To process a credit card payment within the Payment section, follow the steps below:



1. Go to the **Payment** section.
2. Click the **Payments** tab and click the **New Payment** tab.
3. Select **Patient Payment**.
   a) **Optional**: Check the **Print receipt** box to print the patient a receipt.
4. Click the magnifying glass beside the **Payment By** field to search and select the patient.
5. Enter payment details such as **Amount**, **Date**, and **Check #** (optional).
6. Select the payment **Type.**
7. Select the payment **Source** of **Credit Card** and complete one of the options below:

> ***Note:***
>
> It's highly recommended that users use Option 1 below. If Option 1 cannot be completed, it's highly recommended to complete Option 2. If Option 2 cannot be completed, proceed to Option 3.

   a) Option 1: Click the **Swipe** button. Swipe the credit card with the credit card reader.
   b) Option 2: Place cursor in the **Card #** field. Swipe the credit card reader with the credit card reader.

c) Option 3: Place cursor in the **Card #** field. Manually enter the credit card number, the expiration date and change the **Source** to correct **Credit Card** type: Visa, MasterCard, American Express or Discover

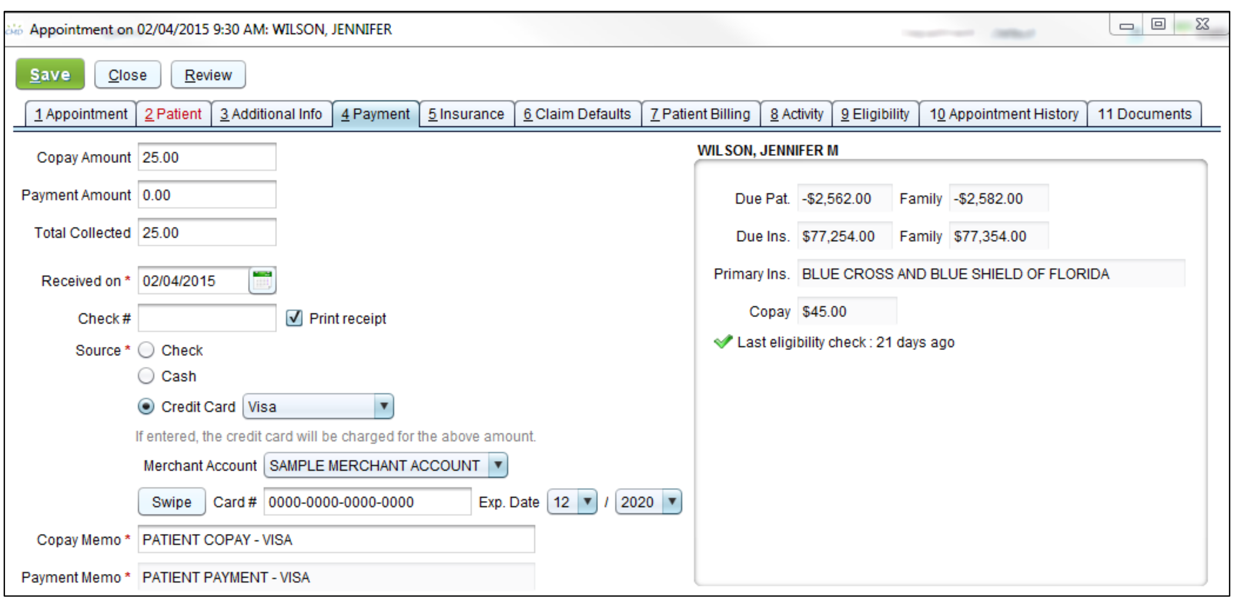
8. Choose how to apply the payment **Credit Account (Apply Later)**, **Apply Automatically**, or **Apply Manually**.

3.1.2 Scheduler Section

1. To process a credit card payment within the Scheduler section, follow the steps below:
2. Go to the **Scheduler** section.
3. Click the **Scheduler** tab.
4. Click the **Retrieve Appointments** button.
5. When the appointments are displayed, open the appointment related to the payment.
6. When the appointment window opens, Go to the **Payment** tab.
7. Enter payment details such as Amount, Received on Date, Check # (optional).
   7.1. **Optional**: Check the **Print receipt** box to print the patient a receipt.
8. Select the payment **Source** of **Credit Card** and complete one of the options below:

> ***Note:***
>
> There are three Options to process a credit card. It is highly recommended to use Option 1. If Option 1 cannot be completed, it's highly recommended to use Option 2. If Option 2 cannot be completed, proceed to Option 3.

   8.1. Option 1: Click the **Swipe** button. Swipe the credit card with the credit card reader.
   8.2. Option 2: Place cursor in the **Card #** field. Swipe the credit card reader with the credit card reader.
   8.3. Option 3: Place cursor in the **Card #** field. Manually enter the credit card number, the expiration date and change the **Source** to correct **Credit Card** type: Visa, MasterCard, American Express or Discover
9. Click the **Save** button



3.2 Credit Card Responses

After applying the patient's payment, CollaborateMD will send the payment for approval and collect a response from TSYS®. If the payment was successfully processed, you will receive a confirmation. If the transaction is not successful, you may receive one of the following pop-up messages:

- **Expired Card (54):** Expired card
- **Invalid Card Number (14):** Invalid card number

For a list of more credit card responses, please see the **Integrated Payment Processing Error Codes** reference guide on the Training Website.

3.3 Re-Printing Receipts

The receipt will print automatically when the **Print Receipt** box is selected. The receipt can be re-printed within the **Control** section of the application. Follow the instructions below:

1. Go to the **Control** section.
2. Click the **Payment Tracking** tab.
3. Enter your search criteria then select **Search**.
4. Locate the payment and click the **Print Receipt** button located to the right
5. This will open a print dialog box allowing you to select your printer and print the receipt.

Payment Source/Claim	Received	Payment Amt	Memo	Print Receipt
Cash	01/07/2015	$50.00	Cash payment from LOPEZ, ANT...	Print Receipt
Credit Card	01/06/2015	$20.00	Credit card payment from KEGLE...	Print Receipt
Cash	01/06/2015	$100.00	Cash payment from LOPEZ, ANT...	Print Receipt
Credit Card	01/08/2015	$50.00	Credit card payment from BRUNK...	Print Receipt

4 Configuring the Payment Portal

Before you can begin inviting patients to the Payment Portal, it's recommended that you configure your Payment Portal. Follow the instructions below to configure your Payment Portal:

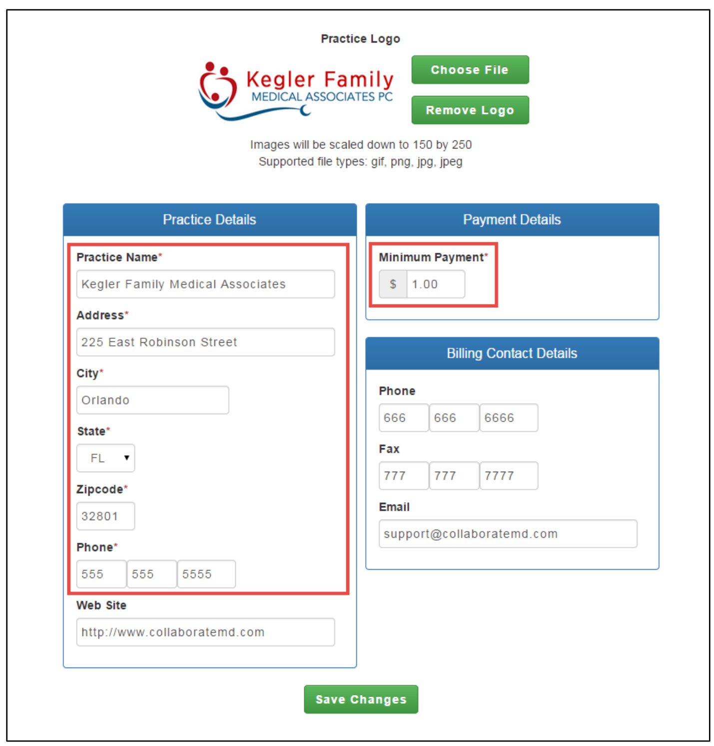
1. Go to https://www.paystatementonline.com/loginAsAdmin.
2. Enter your CollaborateMD **Username** and **Password.**
3. Click the **Login** button.

> ***Note:***
>
> If you manage more than one customer's Payment Portal, you will be prompted to **Select a Customer** from the drop down menu and click **Continue.** Once the steps are completed below, you will be able to click **Switch Customer** and repeat the below steps for each customer.

4. Click the **Choose File** button to upload an organization logo.

> ***Note:***
>
> The recommended file types are JPEG, PNG or GIF. It is recommended the image size be at least 150x250 pixels. The Practice Logo will appear in the top left corner of the page and will be visible to patients that log into the Payment Portal.

5. Enter the required fields: **Practice Name, Address, City, State, Zip code, Phone**
   5.1. Optional
      5.1.1. Enter the Practice **Web Site**. Enter full website URL, including http:// or https:// to **Save**. (i.e **http://www.collaboratemd.com**)
      5.1.2. Enter the **Billing Contact Details** such as the Billing Contact **Phone**, **Fax**, and **Email**.
6. The **Minimum Payment** amount defaults to $1.00. To change, enter an amount between $1.00 and $10.00.
7. Click the **Submit** button. The entered information will display in the top left.
   7.1. To make changes, re-enter the information and click the **Submit** button again.
8. If you manage more than one customer's Payment Portal, click **Switch Customers** and repeat the above steps.



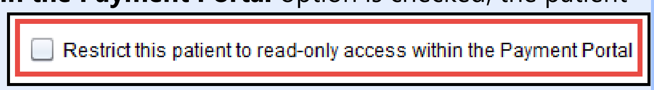
5 Inviting Patients to the Portal

Now that you have configured your Payment Portal, you should invite patients! Office staff can easily communicate this payment option via email, patient statements and / or free downloadable marketing material. Here are all the options to market your new, secure online Payment Portal:

1. **Statements**. No setup required! We will automatically include the Payment Portal website on all your printed or automated patient statements.
2. **Marketing Material**. Free downloadable material for your front desk! Visit http://training.collaboratemd.com/paymentportal to view and download.
3. **Email Invitations**. Easily invite patients via email from within the **Patient** or **Scheduler** section of the application. To invite a patient via email follow the steps below:
   3.1. Open the patient you want to invite from the **Patient** or **Scheduler** section.
   3.2. There are two options to get to the invitation window:
      3.2.1. Option 1: From the **Patient** tab, click the Not registered for Payment Portal indicator in the **Dashboard**.
      3.2.2. Option 2: Click the **Patient Billing** tab and select the **Payment Portal** tab.
   3.3. Click the **Send Invite Now** button. If no email address displays the patient's email address field is blank. Simply enter the patient's email address and click Send. Entering a patient's email address here, will not override or create the email address in the Patient section. It will be remembered in this Payment Portal tab only.
      3.3.1. Optionally, click "**View History**" to see a list of all invitations sent.

Notes:

When the **Restrict this patient to read-only access within the Payment Portal** option is checked, the patient may still log in to the Payment Portal. The patient will not be able to make payments. The patient will be able to view visit and payment history, as well as print receipts and statements, when applicable.



6 Reports

We make reporting easy! Track, monitor and print these reports that are designed just for Integrated Payment Processing. All Auth Rep(s) / Admin(s) have full access to these reports. Contact them, if you don't have access to these reports.

1. **Merchant Payments** – This report gives a detailed listing of all payments that have been processed by Integrated Payment Processing. This report includes payments that were processed within CollaborateMD and/or Payment Portal.
2. **Payment Portal Logins** – This report gives users an overview of which patients are logging into the Patient Payment Portal and how much time they are spending in each session.
3. **Payment Portal Registrations** – This report allows users to manage their Patient Payment Portal registrations and easily identify patients that have registered and also ones that have yet to register.

To access these reports follow the instructions below:

1. Go to the **Report** section.
2. Click the **Central Business Intelligence** tab.
3. Under the **Report Viewer** tab, double click the **Management Reports** folder.

1. Once the folder is opened, double click the report you wish to run.
2. When the filter window opens, make your selections and then click the **OK** button to run the report.

Note:

Comparing the **Merchant Payments** report in CollaborateMD to your **Daily Close Report** or the **Credit Card Transaction Detail Report** within Transaction Express is highly recommended and should be part of your office procedures.

- On the **Daily Close Report** view the column named "**Net Amount**" for your totals.
- On the **Credit Card Transaction Detail Report** view the column named "**Approved Auth Amount Total**" for your totals.

To match the CollaborateMD Patient Account to the Merchant report, find the Customer Reference ID field. The "PP" indicator before the 8 digit Patient Account will indicate the payment was made through the Payment Portal.

7 Disabling Credit Card Processing & Payment Portal

To disable credit card processing and / or the Payment Portal services, follow the instructions below:

1. Go to the **Admin** section and click the **Services** tab.
2. Click the **Retrieve** button.
3. Click the **Add-On Services** tab and click the **Integrated Payment Processing** tab.
4. Uncheck the box next to the services you wish to disable
    4.1. Unchecking the **Enable Integrated Payment Processing for <Customer Name>** box will disable credit card processing within CollaborateMD and the patient Payment Portal.
    4.2. Unchecking the **Enable processing of patient credit card payments within CollaborateMD** box will prevent credit card payments from being processed within CollaborateMD.
    4.3. Unchecking the **Enable online patient Payment Portal** box will disable the patient Payment Portal.
5. Once satisfied with changes, click the **Save** button.

Important: You **must** contact TSYS® to inactivate your account completely. Disabling Integrated Payment Processing inside the CollaborateMD services tab does NOT close your merchant account with TSYS®.

8 Frequently Asked Question

Frequently asked questions can be found on the Training FAQ Website.

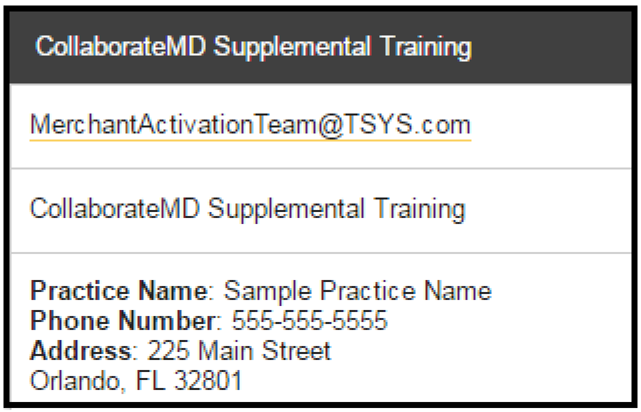
- Payment Portal - Medical Practices FAQs
- Payment Portal - Patients FAQs

9 Training

Now that you've configured your CollaborateMD account, you're ready for your TSYS® Supplemental Training.

Please send an email to: MerchantActivationTeam@TSYS.com. Once you have completed the steps in this "*CollaborateMD Integrated Payment Processing Getting Started Guide*".

Important: Please indicate **subject line** of your email as "**CollaborateMD Supplemental Training**" and in the body include your practice, phone number, and address. A TSYS® Representative will reach out within 1-2 business days.


CollaborateMD Supplemental Training

MerchantActivationTeam@TSYS.com

CollaborateMD Supplemental Training

Practice Name: Sample Practice Name
Phone Number: 555-555-5555
Address: 225 Main Street
Orlando, FL 32801

CollaborateMD also has training pages on our Training Website for Integrated Payment Processing features including the online patient Payment Portal and in-application credit card processing. Please visit us for instructions and help with using the Payment Portal and supporting your patients!

10 Questions

CollaborateMD Support

Feel free to contact the Customer Success Department if you have any questions or if you need to **Contact Us** for assistance processing payments or enabling Integrated Payment Processing within CollaborateMD.

- **Hours of Operation:** Monday - Friday from 8 am - 6 pm (EDT)
- **Phone#:** 888-348-8457, option 2
- **Email: support@collaboratemd.com**

TSYS® Support

Feel free to contact a TSYS® Representative in the event you have any questions or need assistance with your USB Card Reader or how to begin using Transaction Express.

- **Hours of Operation:** 24 hours a day, 7 days a week
- **Phone#:** 800-654-9256