

LEARN MORE

# Paytient Quick Start Guide

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# The gathering storm

Deferred care, rising hospital costs and rampant inflation are creating a perfect storm that will impact every employer in 2024 and beyond.

Employers, employees and healthcare providers have been ensnared in a perpetual cycle of increasing costs for years. But now, inflation and a spike in hospital costs will expose employees to the highest healthcare costs of our generation—at a time when they are least prepared to pay out of pocket.

## FACTORS



Inflation



Rising  
hospital costs

Deferred or  
forgone care

Higher cost of care  
resulting in higher  
premiums

Increase in member/  
employee out-of-pocket  
responsibility



Employer-driven  
changes to plan  
designs to control  
premium increases

## Do your health benefits provide adequate protection?

To combat these damaging pressures, employees need a healthier way to pay for care. We call it a Health Payment Account, or HPA.

We believe an HPA—a 0% APR, no fee line of credit that can be repaid over time—is a simple and affordable way to help employees embrace higher deductibles knowing they can afford to access care whenever they need it. HPAs help eliminate one of the most painful parts of healthcare by giving people time to pay for care on their own terms.

# How Paytient works

Paytient Health Payment Accounts (HPAs) are an employer-sponsored benefit that remove financial barriers to care, while boosting retention, health equity and financial well-being.

Employers set the credit allowance, maximum repayment terms, and spending categories for employees. For example, a typical account includes a \$500-\$5,000 allowance, 12-36 months to repay, and approval for medical, dental, vision, pharmacy, mental health, and veterinary care.

Plus, Paytient pairs easily with any health plan, can be introduced off-cycle, and complements HSAs/FSAs and other financial wellness benefits.

- Employees can activate their Paytient account **without a credit check**
- Once approved, they can **access a virtual card immediately**, with a physical card to follow by mail
- Employees use their card at the point of care, then **set a repayment plan that fits their budget**
- Payments are deducted from payroll or a linked bank account— **without interest or fees.**
- Past due accounts are frozen, but **employers are not responsible for unpaid balances.**



## Paytient creates a healthier dynamic in benefits programs:

Out-of-pocket costs are more manageable



Employees feel empowered to get care sooner

Health plan costs are reduced over the long term

HDHPs become more attractive

Less pressure on health benefit costs the following year



# It pays to be Paytient ...

By empowering employees to get the care they need when they need it, Paytient helps employers on numerous fronts from workforce productivity to benefit cost management to health equity.



## Increase Employee Retention

Every company wants to retain talent. Employees with an active Paytient account have a **32% lower turnover rate** than those who don't use Paytient, based on a 2023 analysis of 11,000 eligible employees.



## Drive HDHP Adoption

High-deductible health plans benefit employees *and* employers with lower cost premiums. Employees often have concerns about paying those deductibles, but Paytient provides peace of mind. One client implemented Paytient and saw their **HDHP adoption increase from 50% to 85%**, resulting in a **12x return on investment**.



## Reduce Health Plan Costs

Paytient makes out-of-pocket costs more manageable for employees, which empowers them to get care sooner. This promotes earlier diagnosis and better medication adherence, resulting in fewer costly medical interventions down the road. **Employees with chronic conditions see cost reductions of up to 10%**, mostly through earlier engagement with their Primary Care Provider.



## Advance Health Equity

Paytient makes your health benefits more equitable by affording all employees access to credit, without a credit check. The impact is reflected in the utilization rate, as **women use their Paytient card 2.6 times more than men**, and **members in below-average income areas are 16% more likely to use their cards** compared to other members.



# ... and it keeps paying



## Boost Health Plan Optionality

With Paytient there to ensure affordable access to care, benefit professionals have more options available to them in the health benefit plan design. Whether benefit changes are elective or applied to the entire group, Paytient unlocks a range of possibilities that couldn't have been considered previously.



## Provide Cost-Effective Support

Paytient is the most **cost-effective means** of supporting employee well-being, while driving savings across the benefits portfolio. Better access to care, including mental health services, helps reduce absences, and we estimate an additional 1/2 day of productivity per employee annually.



## Fill Benefits Gaps

With 60% of Americans living paycheck to paycheck, including 36% of those who earn \$250,000 or more, Paytient helps members afford unexpected care costs. Whether it's paying for **dental, medical, pharmacy, vision, or veterinary needs**, Paytient connects people with the care they need.



## Remove Barriers to Care

Nearly 70% of members said that they would have skipped or delayed medical treatment due to cost concerns if they didn't have Paytient. By giving your employees the ability to pay for care over time, you can help them **proactively access care or prescriptions that may be necessary for chronic conditions**.

# A true partnership

Paytient makes everything from implementation to administration feel effortless—and the onboarding process typically takes less than 30 days.

We connect with your payroll system by matching your preferred deduction method. Then, we follow your usual business processes to minimize work for your HR and tech teams.

We have flexible implementation options that range from simple file exchanges to full API integrations with your payroll system.

Once we've completed your customized implementation process, we'll connect you with a dedicated account manager, who will be your point person whenever you have questions or need help.

## YOU'LL ALSO GAIN ACCESS TO:

- 1 Launch and post-launch marketing support in the form of emails, digital assets, and printable resources.
- 2 The Paytient Employer Portal, which offers a useful dashboard and resources
- 3 An in-app Help Center with chat feature for any questions your employees might have
- 4 Quarterly reports to help you see how your team is using Paytient

## The Road to Successful Implementation



# Get the inside scoop

**Fair warning:** We're about to become your HR team's favorite tool.

Not to brag, but we have a long history of delighting benefits leaders. Plus, our utilization data and member feedback show that people truly love using Paytient.

- **33% of eligible employees activate their Paytient account within 12 months**
- **85% of members who use their Paytient card once will use it multiple times**
- **Paytient has 4.8 out of 5 stars on Trustpilot and a Net Promoter Score of 90+**

“

**“I wish we would have had you guys four years ago** when we changed to our HSA plan; it really would have helped a lot of people with their deductible.”

**Megan B.**

*Human Resources  
School District*

“

**“They care about our employees just like their own.** They've made it a smooth rollout and are willing to help in any way they can. I highly recommend Paytient and the great people there!”

**Kathy C.**

*Human Resources  
Manufacturing*



“

**Our employees love Paytient! It gives them a sense of security in knowing that they can set up payment plan to pay off expensive health insurance or vet expenses.”**

**Nikki L.**

*Human Resources  
Health System*

# Take care of your team

✓ Increase Employee Retention

✓ Drive HDHP Adoption

✓ Advance Health Equity

✓ Reduce Health Plan Costs

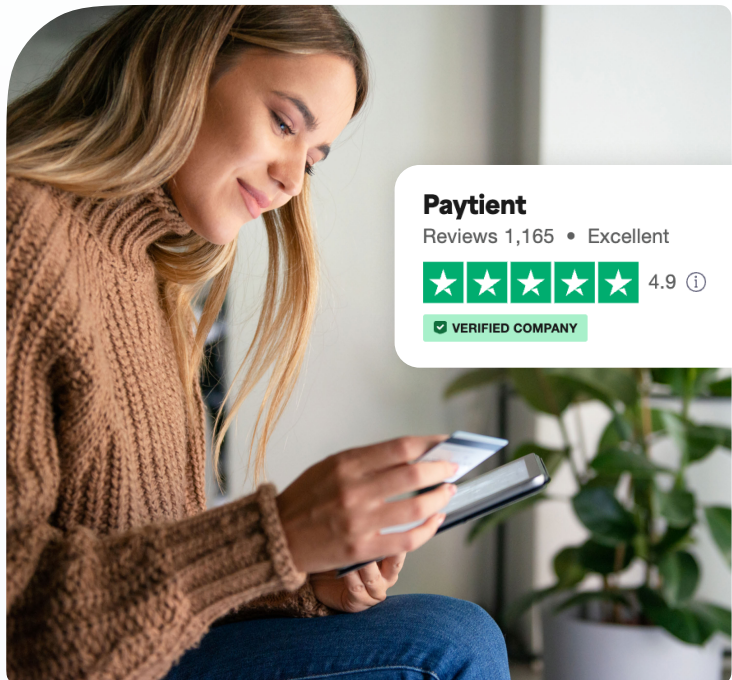
✓ Fill Benefits Gaps

✓ Boost Plan Optionality

People ultimately want to prioritize their health, but the challenge of paying for care can make them reactive rather than proactive.

**With Paytient, you can afford to provide your team with a healthier way to handle out-of-pocket expenses.** Some companies are able to free up funds to pay for Paytient by reallocating HSA dollars, sharing costs with employees through a premium offset, eliminating less impactful benefits, or using credits available from payers.

When everyone has the tools necessary to navigate whatever healthcare curveballs life throws their way, they're going to breathe a well-deserved sigh of relief.



It truly feels  
better to pay  
with Paytient.



Ready to chat? Let's talk.

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