



# **IVR CASE STUDY**

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**How a long-standing Creditor's Rights  
Law Firm doubled payments while  
reducing collection time and labor  
costs with HealPay IVR**

# THE COMPANY

## A Long-Standing Creditor's Rights Law Firm

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We worked with a long-standing Creditor's Right Law Firm that specializes in consumer/commercial collections and bankruptcy. For privacy reasons, we cannot give the exact name of the company. We will refer to it as "The Company" throughout this study.

The Company prides itself on providing quality service for clients across the nation. They are long-standing members of nationwide and local professional trade associations.

# THE GOAL

## Reduce Time and Cost of Collections

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**The average consumer spent about 10 minutes making a payment with a human agent.**

The Company was looking for a simple, secure, and compliant solution to process consumer debtor payments. The Company sought to bring enhanced convenience and functionality to their payment acceptance process.

# THE SOLUTION

## Interactive Voice Response Payments

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HealPay's phone and Interactive Voice Response payment solution streamlines customer phone payments.

The HealPay IVR is available 24/7/365. It never takes a day off, allowing consumers to pay their bills in less than two minutes any time of day, any day of the week including weekends and holidays.

Implementing HealPay IVR would allow The Company to accept payments around the clock – both during and after business hours – in addition to and in lieu of human collection specialists.

# THE RESULTS

## Time and Labor Savings

Three months after implementing HealPay's IVR, both the Number of Payments and Payment Volume collected by IVR exceeded that of existing collection staff. IVR collected 1,392 payments while staff collected 1,257.



Implementing IVR reduced payment processing time by eight minutes. Over 90 days, The Company saved more than 185 hours and \$2,775 in monthly labor cost\* by using IVR.



**80%**  
COLLECTION TIME  
SAVINGS



**\$33.3K**  
PROJECTED ANNUAL  
LABOR SAVINGS

\*calculated based on \$15 average hourly wage for a collection specialist.

# THE RESULTS

## Improved Compliance

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### Consumer Convenience

The biggest advantage of the IVR is consumer convenience. Consumers can pay their balance in less than two minutes.

Consumers can conveniently pay with a debit/credit card or via ACH directly from their bank account. They can use a touch tone phone or smartphone to complete the payment. No computer is necessary.

### Compliance and Security

HealPay's IVR is a secure and compliant payment solution. FDCPA or CFPB disclosures including the mini miranda are presented to every consumer with each call. Since consumers enter their payment data, call recording is not necessary.




HealPay pioneers a non-intrusive, consumer-centric approach to collections. We believe making payments should be a painless process. HealPay works with collection attorneys and agencies, healthcare providers, property managers, creditors, and billers to help collect on accounts receivable with less hassle. Our SettlementApp and IVR innovates by analyzing data and providing individuals with flexible payment options. HealPay integrates with leading claims management software, accounting software and payment gateways, automating reports and reducing data entry.

**For inquiries contact:**

 [healpay.com](http://healpay.com)

 [info@healpay.com](mailto:info@healpay.com)

 (734) 272-4729