



Community Connect & Integrated Patient Payments: Connecting the Dots





What Is Community Connect?

Communities across the country participate in **Community Connect** programs to share the benefits delivered by leveraging an organization's Epic system and related integrations, including dictation, document management, electronic prescriptions, laboratory systems, radiology imaging and **payment processing**.



Why Process Payments in Epic using **Payment Navigator**?

Easily process payments in [MyChart](#), [Resolute](#) and [Welcome](#)

Enhanced Guarantor/Patient Payment Experience

- Establish a digital wallet/tokenization across your organization
- Accept automated payment plans, online payments and self-service digital wallet
- Accept Apple Pay and Android Pay

Improved Workflow Efficiencies

- Eliminate dual posting efforts with real-time posting and simplified reconciliation
- Allow patients to make payments from their computers, tablets or phones with integration into Epic

Consolidated Reporting

- Streamlined, enterprise reporting tool for all transactions across the organization
- Simple access to full settlement details for all payment channels



Exceptional Value and Service

- Comprehensive solution supports your current workflow with funds directly deposited into your existing bank account
- PCI P2PE v2.0, EMV and HITRUST certified, end-to-end payment solution specific for the healthcare market, servicing Epic organizations with the latest in secure payment technology, including tokenization, Apple Pay and Android Pay
- Supports paper checks and ACH sales and refunds with real-time posting
- More than a decade of expertise in implementing and supporting Epic organizations

Reduce Risk

By leveraging point-to-point encryption (P2PE) devices, you can ensure that all credit card data captured in your front and back office is fully encrypted before it touches any computer. Additionally, you may leverage the InstaMed Healthcare Payments P2PE v2.0 solution to further streamline your PCI-DSS compliance efforts.

Payment Navigator also offers an embeddable portal and an external, quick pay portal further helps patients and guarantors make payments from their homes or mobile devices without cardholder data ever hitting your servers or network allowing you to process payments in a securely and efficiently.

How Secure is Payment Navigator?

- PCI-DSS Level One v3.2 Service Provider
- Certified and compliant with PCI, HIPAA, HITRUST, EHNAC, CAQH and NACHA
- SSAE 16 SOC 1 Type II and SOC 2 Type II from KPMG

Elavon is one of the nation's largest healthcare focused processors, consistently rated among the top five global payment providers.



How do I Get Started?

Elavon is ready to help you setup your payment integration. We've developed the following to support your efforts:

- Easy and efficient contracting
- Efficient device procurement, configuration and troubleshooting
- Detailed training and marketing collateral
- A U.S. based team including dedicated account management and technical support to help with any questions you might have



LET'S TALK:

