



# Meet Billie<sup>✦</sup> Your AI Agent for Patient Billing & RCM

*"We've never seen resolution times drop this fast—it's like adding a full support team overnight."*

— RCM Leader, Collectly Customer

Listen to a Billie call  
[collectly.co/billie](https://collectly.co/billie)

Hi,  
I'm Billie!

Billie works across chat, text, email, and voice to support patients 24/7.



Voice  
Support



Ava W.

I thought my insurance covered this, why do I still have a balance?



Billie

Great question! Your visit with Dr. Kaplan is covered, but your insurance plan has a \$1,000 deductible. Since you haven't met that yet, \$240 from your visit was applied toward it — which is why that amount is your responsibility.



Ava W.

Got it, makes sense now.



Chat, Email  
& SMS

## What Billie Handles Automatically (So You Can Focus on What Matters)

1. Answers billing questions
2. Manages & resolves disputes
3. Takes payments
4. Manages payment plans
5. Updates insurance information
6. Keeps patient records in your EHR/PM up to date
7. Personalizes responses using real-time EHR & billing data
8. Communicates in 250+ languages

## Zero

Missed calls  
from patients

## 32%

Boost in  
cash flow

## 85%

More staff time  
available

## 20-30%

Reduction in  
cost to collect

CONTINUED →

## Bi-Directional Integration

# Billie Reads and Writes to Your EHR in Real Time



### EHR / PM System

Patient demographics, appointment history, procedure codes, provider details, and visit context — everything Billie needs to understand the operational and clinical context of each visit.

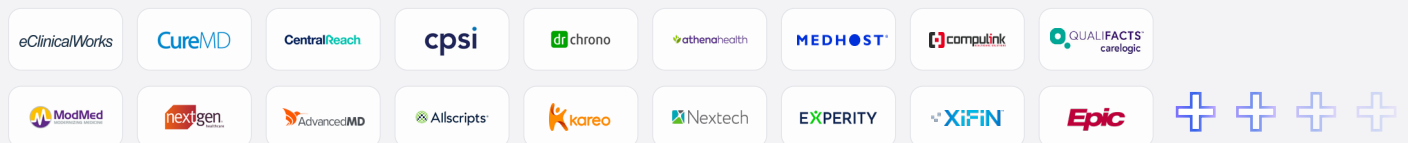
### Insurance System

Real-time access to payer information such as active coverage, deductibles, copays, and coordination of benefits — so Billie can accurately explain what's owed and why.

### Collectly AI RCM Platform

Up-to-date billing details including payment history, outstanding balances, billing status, and payment plan eligibility — enabling Billie to engage with precision and take action on behalf of your team.

## We work with any EHR/PM



## Enterprise-Grade AI for Patient RCM

### Full Audit Trail

Every interaction is tracked, time-stamped, and reportable, giving your team complete oversight into how patient inquiries are handled.

### Authentication & Access Control

Secure identity verification ensures sensitive billing information is only shared with the right person.

### Rep-Level Insights

Want to know what your virtual support agents are doing? Billie provides transparent activity logs so you can monitor performance just like a live team.