

ABB VERIFY OFFERS MORE

Designed with Your Practice's Success in Mind: Now with Three Options

Every minute of your staff's time is valuable. The more time they can spend interacting with patients making a lasting impression, the better.

If you're looking to gain back a bit of time to focus on more personal patient experiences, you can trust in ABB Verify for your insurance verification needs. With the latest addition of ABB Verify Messaging, there are now three versions available to help your specific practice needs. This centralized platform offers many valuable resources to direct patients back to the offices of ABB customers.

Communicate with your patients in a new way, through education that encourages appointment scheduling. Learn more about which version of Verify is best for your business.

Tailored for your needs

Are your patients educated on their benefits before or at their visit, allowing for a smoother patient experience? Is your team maximizing its efforts and expertise on these important patient care interactions? Make it easier for patients to be informed and for staff to engage in moments that matter when you can eliminate some of the administrative legwork from their schedules.

Verify can help your office be more efficient, whether you have a designated

insurance biller on your staff or your staff is cross-trained. While this ABB resource was designed to streamline the insurance verification process and alert patients to their unused benefits, there's a large ripple effect of its impact on the practice.

Here's how each option from Verify can simplify your office processes.

ABB Verify Messaging

Meet the newest option in the collection: Verify Messaging, an automated benefits messaging software that reminds patients to use their unused benefits. Messages encourage patients to schedule and to

take advantage of the benefits they already paid for, in order to receive the eye care services that they need.

Verify Messaging is not a recall system or broadcast messaging tool. The audience is your current patients who are overdue for an exam or who have benefits remaining. These messages highlight available benefits—either full or material-only. The system prioritizes those patients whose benefits are set to expire first. Each patient will receive one email and one text message per month, delivered during business hours.

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THE ABB VERIFY DIFFERENCE

YOUR MESSAGE WITH **ABB Verify**

Eye Associates

Great news, Chris has vision care benefits available to use toward an annual eye exam and glasses or contacts!

Call us or click to make your appointment with Eye Associates today!

THEIR MESSAGE:

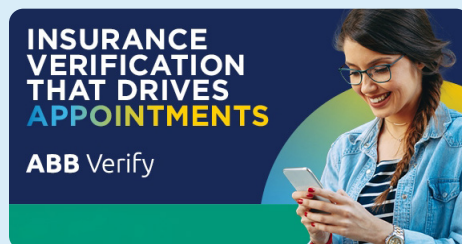
008766

C. Gutierrez has eye benefits available. Contact your doctor.

Join ABB Verify Messaging and Get 40 Appointments for Free

Join ABB Verify Messaging and ABB will add 40 appointments to your schedule at no cost to you! Through integrations with Revolution EHR, Crystal PM, Compulink or Sightview (My Vision Express), Verify Messaging identifies your patients with unused vision benefits and sends up to one email and one text a month to drive action. For an appointment to qualify towards your total, it must meet the following criteria: the patient wasn't previously scheduled, Verify confirmed they have unused benefits and messaged them about it, the patient booked within 30 days of being messaged and the appointment is set within a 3-month timeframe.

Verify Messaging will be provided at no cost until 40 appointments are made as a result of Verify Messaging! Visit [Verify Messaging here to get started](#).



Three Options

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ABB Verify Complete

Looking for more support? Verify Complete is a comprehensive solution that includes Messaging and more. It offers a real-time eligibility check and an automatic insurance eligibility verification tool, which can verify vision in-network benefits for all scheduled patient appointments. It can also confirm medical benefits through TriZetto.

Verify is compatible with CrystalPM, Compulink, Revolution and Sightview (My Vision Express). It integrates with the practice's scheduling system, so it can automatically retrieve patient eligibility information and enable real-time checks of insurance details.

The automated eligibility check can be run at seven days, three days and one day before appointments. An error message is displayed if eligibility is not confirmed, allowing time to connect with the patient before the appointment. The automated check

- shows the appointment date, type, time, status, doctor and available insurance plans
- confirms the eligibility details and automatically retrieves the authorization, if a plan is found
- identifies whether a patient has secondary insurance

ABB Verify On-Demand

Need insurance verification answers right away? Verify On-Demand is a solution for you. This specialized search engine confirms patient insurance in under a minute, and it does not need to be integrated with a practice management system.

Searches are conducted using the patient's name, subscriber's name, date of birth and residence location. No Social Security number is required.

The system has several unique features, including its ability to conduct

real-time eligibility checks and retrieve eligibility details, find matches for common misspellings and identify whether patients have multiple insurance plans.

Reach patients with benefits to use

Some practices may have up to 20% of patients who have unused benefits. Use this information with patients who are already in the office to capture an optical sale. Reiterating this information during the hand-off can help encourage optical shopping, generating potentially hundreds of dollars in revenue for a second pair of glasses.

Practices can reach out to patients who haven't been seen for an exam as well as those who did not purchase eye-wear or contact lenses during their visit. Don't miss a chance to reach them and bring them back to the practice. ABB data shows that approximately 5% of patients who receive these reminders book an appointment within 30 days. [PA](#)

Training Made Easy

Whether you need to train your whole staff or new hires, the ABB Verify team has a seamless process for training and onboarding. ABB Verify Messaging requires minimal setup and operates behind the scenes, with no additional involvement needed from practices.

With ABB Verify Complete and On-Demand, the ABB team guides the office through the process, which can span over 2-3 weeks depending on the size of the practice and services integrated.

Verify can provide time savings for the staff, allowing them to work more efficiently and cover more ground before needing to make new hires.

A PERSONALIZED ADVANTAGE	ABB Verify On-Demand	ABB Verify Messaging	ABB Verify Complete
Verify vision benefits eligibility in real-time by using simple search parameters (great for walk-ins!)	✓		✓
Easy set up and integration in practice's work flow	✓	✓	✓
Educates both staff and patients about benefit plans and eligibility, creating transparency and clarity	✓	✓	✓
One login to access all in-network vision insurance payers	✓	✓	✓
View all eligible benefits in one tool	✓		✓
Improves staff efficiency, productivity and retention by using latest technology	✓	✓	✓
Pulls authorization for plans when needed	✓		✓
Unused benefits messaging to patients, inviting them to schedule an appointment and utilize material benefits		✓	✓
Automatically checks vision care eligibility for your scheduled appointments			✓

Support on Your Side

ABB wants you to succeed with the ABB Verify solution that is best for your business. Its consultative team provides initial training but also offers ongoing support. A dedicated customer success representative will help you make the most of your investment, using all the tools that Verify has to offer.