



Billing for Busy People

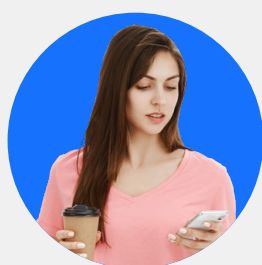
A personalized, empathetic approach can reach even the busiest consumers about payments.



Meet Lisa

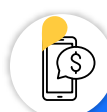
Lisa is a young professional who has an ACA health plan from Health Today. During a busy season for her work, remembering to make her premium payment was the last thing on her mind.

Let's see how Retain by Drips uses an AI-powered conversational outreach approach to engage Lisa and help her maintain her healthcare coverage.



Tues, May 11, 3:37 PM

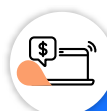
Hi Lisa, this is Katy with Health Today. Your upcoming payment is due on the 20th. Would you like to access your account online? Let me know and I will send a link.



Pre-due date reminder

Wed, May 19, 9:12 AM

Hi Lisa! Friendly reminder that your payment is due tomorrow, May 20. Please make your payment at [health.today/pay](#) or call us at (512) 643-7477.



Works with your payment portal

Due Date Passes

Fri, May 21, 11:42 AM

Hi Lisa, this is Katy. We still need to connect about your account. We know you're busy, so let's fix this with a quick call.



Post-due date reminder



Empathetic messaging

Voicemail

+1 (720) 928-5001
Green Bay, WI
May 24, 2023 at 10:56 AM

Transcription

"Lisa, you have urgent pending information for your Health Today account. To avoid losing service, please call (512) 643-7477."

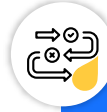


Sends Visual Voicemail that looks great when transcribed

Fri, May 24, 12:02 PM

Can u try me on Monday

Sure, I will call Monday. What time works for you?



Adapts to the conversation and persists until payment is resolved



Drives consumers to an inbound call or a website

2

Works for me. I'll reach out Monday at 2pm.



Drips handles complex call scheduling automatically

thanks

Mon, May 27, 1:50 PM

Just a reminder, I'll be calling in 10 mins



Appointment reminders help avoid missed calls



PHONE
(720) 928-5001
Incoming Call - 5 minutes



Success! Drips connected Lisa to an agent to help her resolve the payment issue



Retain by Drips

Drips' conversational approach offers a better billing experience that's more likely to retain customers. Drips' personalized and persistent conversations are driven by AI, saving resources for your contact center. Get the Retain by Drips guide now to discover a new way to manage billing and retention communications for your brand.

Get the Guide