

## Hospital Refunds

Dash Solutions streamlines refunds and disbursements for hospitals, providing a secure, compliant, and cost-effective alternative to traditional check-based payments. We understand that payors must balance regulatory requirements, operational efficiency, and patient satisfaction—all while managing large-scale disbursements. Yet, many hospitals still rely on outdated processes that create friction, increase costs, and frustrate patients.

Traditional paper-based refunds lead to high processing costs, lost or delayed checks, and unclaimed funds—impacting patient satisfaction, compliance, and increasing administrative burden. Manual refund distribution also creates unnecessary complexity, requiring hospitals to collect and store patient banking details, adding security and regulatory risks.

Our digital-first payment solution eliminates these inefficiencies, enabling real-time refunds that reduce costs while giving patients full control over how they receive their payments. Dash Solutions integrates directly into existing systems, automating payment administration and ensuring funds flow back to payees quickly and securely.

By replacing outdated processes with a modern, automated approach, hospitals can reduce refund-related expenses, improve compliance, and enhance the policyholder experience.

**Studies show that payors using digital disbursements reduce processing costs by up to 50% while increasing engagement and satisfaction.**



## Pains you may feel

- **Paper-based refunds are slow, expensive, and create unnecessary friction**—delaying refunds and frustrating patients.
- **Managing banking details** for electronic refunds increases compliance risks and administrative burdens.
- **Processing refunds manually increases escheatment risks**, requiring extensive record-keeping and reconciliation efforts.
- **Patients frequently call about lost or delayed refund checks**, increasing support workloads and operational inefficiencies.
- **Inefficient refund processes** impact patient satisfaction, as slow disbursements create negative financial experiences for patients.

## What you can expect with Dash Solutions:

- **A single, digital-first payment solution** that streamlines patient refunds—eliminating manual processes and check-related delays.
- **No need to collect, store, or secure patient banking details**, reducing compliance risks and administrative burden.
- **Real-time refunds and reimbursements**, ensuring patients receive funds quickly and securely.
- **Automated tracking and full payment visibility**, reducing errors, reconciliation efforts, and escheatment risks.
- **Branded, contextual payment delivery**, so patients understand their refund details—reducing confusion and service inquiries.

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