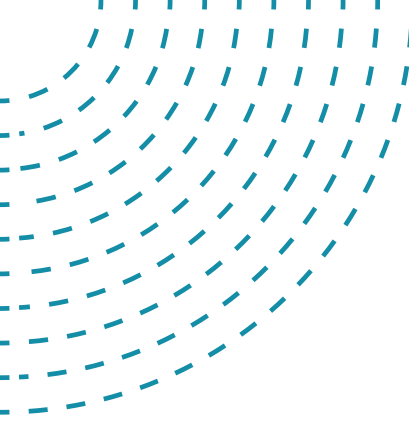




TrustCommerce  
**Community  
Connect**  
Program

**TrustCommerce**<sup>®</sup>  
A Sphere Company





The TrustCommerce payment technology fully supports the Epic Community Connect program, allowing health systems to extend their payment functionality through their Epic EHR to organizations in their community or region. We work together with Epic clients to ensure high levels of service for both your organization and Community Connect sites.

**TrustCommerce provides Community Connect users a complete, integrated way to take payments within Epic while keeping their payment activity separate from the “hub” organization.**

Our comprehensive integration works natively within Epic workflows and supports these products:

- MyChart
- Resolute
- Willow Ambulatory
- Welcome Kiosk
- Supports Hyperspace and Hyperdrive versions of Epic EHR



## **TrustCommerce is a one stop shop for Community Connect organizations.**

You can extend the same omni-channel payment workflows you are using today to your Connect sites.

- Supports the main card presentment methods, including EMV, Near Field Communication (NFC)/Contactless, and MSR (swipe) transactions. Credit card, debit card, ACH, and digital wallet (Google Pay, Apple Pay), IIAS, FSA debit cards, and HSA cards
- Comprehensive tokenization for card on file, including token updater service, unstore capability and ability to share tokens
- Payment plans
- Validated point-to-point encryption

**TrustCommerce  
is your single  
point of service  
for gateway  
& merchant  
services.**

Our technology and merchant processing serve health care providers of all sizes. **We make credit card processing simple.**

- Bundled merchant services with transparent, competitive rates and a single payments partner to serve all the payment needs of your Community Connect sites
- Knowledgeable support from a dedicated representative that knows your specific Epic and TrustCommerce product mix



## What Is Community Connect?

Community Connect allows a hospital or health system (Hub) to extend their Epic electronic health record (EHR) platform, including integrated payment processing, to independent practices and hospitals (Community Connect sites). The Community Connect sites are not owned or managed by the health system; however the patient information is shared from the Hub's Epic instance. This allows smaller healthcare organizations to use Epic EHR without needing to be responsible for the full implementation and support and allowing for more seamless exchange of patient data within the same community.

## Why offer payment processing through your Community Connect program?

- Give your Community Connect sites the full Epic experience with full patient billing functionality
- Consistent setup and support with your existing Epic payment integration

Provide a seamless patient experience and greater continuity of care

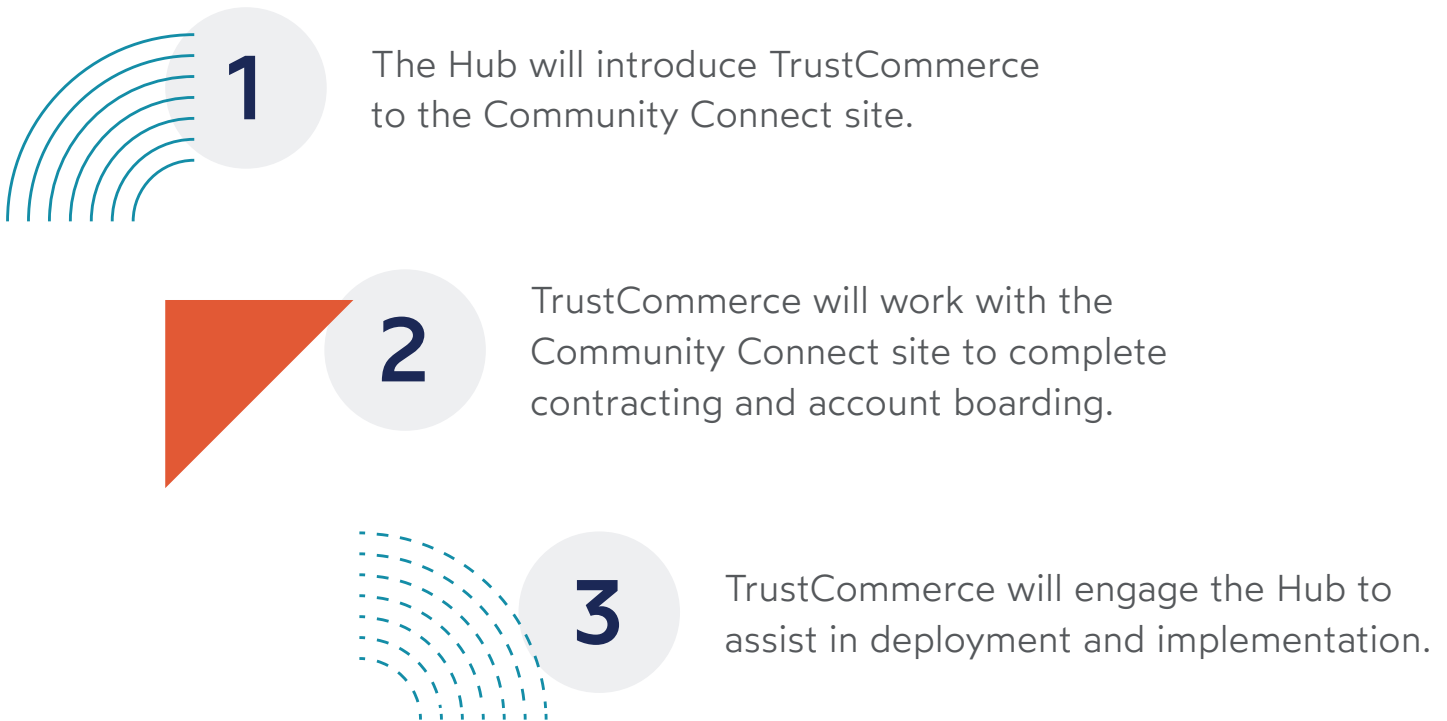


# How the TrustCommerce Integration Works

Our standard Community Connect package allows organizations using Epic to easily extend payment workflows to other organizations while keeping funding, reporting, and invoicing separate from their own organization. Here's how the program works:

- The Community Connect Hub maintains all necessary software upgrades specific to Epic and TrustCommerce
- Community Connect sites can take advantage of any TrustCommerce solution the Hub has implemented
- TrustCommerce will contract with each Community Connect site, depositing funds directly into the Connect site's bank account and invoicing them directly for their payment activity
- Each Connect site will have their own TrustCommerce Controller(s), CustIDs, and MIDs with access to transaction reporting for reconciliation needs
- Efficient on-boarding process for Community Connect sites
- A dedicated representative from TrustCommerce will work with all Community Connect sites associated with the Hub, allowing for a consistent experience and knowledge of your organization

## Implementation Process



Our knowledgeable teams are experienced in Epic EHR software, PCI security, and payment processing to support your clients every step of the way.

## Experience the TrustCommerce Community Connect Program

- Single source for payment gateway and merchant services for Hub and Community Connect sites
- Omnichannel payment acceptance supporting a breadth of payment types, in Epic and beyond
- High level of service with white glove support for you and Community Connect sites
- Easy onboarding with a team that has supported hundreds of Community Connect locations
- Device configuration, troubleshooting
- Marketing collateral to introduce the TrustCommerce Epic integration to Community Connect locations



[trustcommerce.com](https://trustcommerce.com) | 800.915.1680



EMV  
CERTIFIED

HITRUST<sup>®</sup>

PCI Level 1

Validated P2PE

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