

Empowering Allegiance Users with Streamlined, Supported Payments

Allegiance Group + Basys Case Study

A Better Payment Experience for Healthcare Providers

[Allegiance Group](#) supports healthcare providers across the country with [COLLECTPlus](#)—a trusted platform that brings together patient pay, billing, and collections. But for many users, the experience of accepting payments felt disconnected from the rest of the platform.

Manual processes, confusing processor policies, and long hold times slowed providers down. Allegiance Group wanted a better way for clients to get paid—faster, easier, and without the usual complexity.

That’s why Allegiance Group partnered with [Basys](#): to offer users a modern, simplified payment experience built around the realities of healthcare businesses.

“With Basys, our clients don’t just save money—they get time back, clarity and support from real people who care.”

— Anne Orrick, COO, Allegiance Group

The Challenge: Payments Were a Daily Frustration

Before Basys, [COLLECTPlus](#) users often had to work through legacy processors’ systems that weren’t designed for the healthcare space and didn’t offer clear, supportive service.

Clients frequently ran into issues like:

- Complicated setup processes
- Delays in onboarding or funding
- Opaque pricing and unexpected fees
- Difficult-to-reach support teams
- Manual workarounds that wasted time

“Some clients didn’t even realize they were being charged for multiple gateways—and no one caught it. With Basys, that changed.”

— Laura Cribb, Senior Client Success Manager



The Solution: Seamless Support and a Simpler Path to Getting Paid

Through the Allegiance Group + Basys partnership, users now benefit from a fully managed payment process that removes friction and adds clarity.

With Basys, Allegiance Group users can:

- Get onboarded with full support—no confusing paperwork or back-and-forth
- Work directly with a dedicated payments team
- Accept recurring payments and ACH with ease
- Receive clear, customized pricing comparisons
- Access a system tailored for the needs of HME/DME and healthcare providers

“When our clients work with Basys, we don’t need to intervene. They’re supported, they’re set up, and they can move forward with confidence.”

— Kathy Gardner, Client Success Manager, Allegiance Group

The Results: Real Impact for Real Businesses

The Allegiance Group + Basys integration didn’t just improve the platform—it changed what daily operations feel like for users.

Here’s what our clients experience:

- **Less admin work:** No more calling multiple processors for answers
- **Easier onboarding:** Reduced delays with hands-on support
- **Faster funding:** Next-day funding for fast access to cashflow
- **Clear communication:** Pricing and processes explained upfront
- **Significant savings:** Some users save thousands annually in processing fees
- **High retention:** Over 90% of Allegiance Group’s Basys users stay long term

“One of our users saved \$72,000 per year just by switching to Basys. That’s not small. That’s transformational.”

— Bruce Gehring, SVP of Business Development, Allegiance Group

Why It Matters: Simple, Supported & Built for You

COLLECT*Plus* is built to make healthcare providers’ lives easier—and that includes payments. Our users don’t have time for hold queues or surprise fees. They need reliability, transparency, and support that understands their business.



That's exactly what Basys delivers.

“Whether you’re a solo practice or a large system, Basys treats you like you matter. Our users feel seen, supported, and taken care of.”

— Anne Orrick, COO, Allegiance Group

Built with Our Users in Mind

Healthcare payments can be complex—but with the right partner, they don't have to be hard. The Allegiance Group + Basys integration gives users a cleaner, faster, more transparent way to get paid—without adding to their workload.