



NEWS RELEASE

Weave and CareCredit Go Live with Integration That Places Patient Financing Inside the Front-Office Workflow

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LEHI, Utah--(BUSINESS WIRE)-- [Weave \(NYSE: WEAV\)](#), a leading AI-powered patient communications and payments platform purpose-built for healthcare practices, today announced the live availability of its integration with CareCredit, a leading patient financing solution from Synchrony (NYSE: SYF). The integration gives front-office staff real-time visibility into a patient's financing options directly within Weave — bringing one of healthcare's hardest conversations forward, before the appointment begins.

For most patients, the question of how to pay comes last: after the exam, after the recommendation, often as a surprise at checkout. That timing has consequences. Out-of-pocket costs remain one of the [most common reasons](#) patients delay or decline treatment. By surfacing a patient's CareCredit status and available credit at the start of the visit, Weave replaces sticker shock with an informed conversation — and gives practices a way to solve cost *alongside* the patient rather than let it stand between them and care.

It's also the latest expression of Weave's single-system approach: financing no longer lives in a separate portal, but inside the workflow where the front office already works.

"Affordability is one of the defining challenges facing patients, and practices are navigating shrinking margins at the same time," said Marcus Bertilson, Chief Operating Officer at Weave. "By making CareCredit a native part of the front-office experience, we're giving practices the tools to meet patients where they are financially — and to move more care forward. When staff can see a patient's available credit before the appointment, cost stops being the obstacle and starts being part of the plan."

Key benefits of the integration include:

- **The financial conversation, moved up front.** Staff can view a patient's CareCredit status and available credit directly within Weave — no switching between systems.
- **CareCredit helps broaden access to recommended treatment.** Promotional financing options help more patients confidently move forward with the care they want or need.
- **Deeper payments adoption.** 43% of recently surveyed Weave payments customers said they would use Weave's payment services exclusively once CareCredit is added.

- **A modern, mobile-first experience.** Practices can initiate CareCredit payments in-office or via a text-to-pay link, and patients can apply for credit directly within Weave or on their own device — meeting patients where they already are.

"The Weave team has built a seamless experience for practices that want to offer CareCredit at the point of care," said Greg Pierce, SVP Network Solutions at Synchrony (CareCredit). "When financing options are visible earlier in the patient journey — at a moment when clearer options can make a real difference — practices can have more confident conversations, and more patients move forward with the treatment they need."

To learn more about Weave Payments, visit <https://www.getweave.com/carecredit/>.

About Weave

Weave is a leading vertical SaaS company delivering an AI-powered patient engagement and payments platform purpose-built for modern healthcare practices. More than software, Weave is an always-on teammate—handling patient interactions across voice and text and operating at the center of the patient journey. Through agentic AI workflows and authorized integrations with practice management systems, Weave ensures critical tasks like scheduling, insurance verification, and payments happen seamlessly, so nothing falls between the cracks. By embedding AI directly into daily operations, Weave reduces administrative workload, frees up staff to focus on human-centered care, and delivers real-time insights that help practices run smarter and grow with confidence. Serving over 40,000 customer locations, Weave was named a 2026 Best Software Awards winner for healthcare software products by G2. To learn more, visit [getweave.com/newsroom](https://www.getweave.com/newsroom).

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