

Inbox Health vs. General Payment Processing Solutions: Patient Billing and Collections

General payment processors, like Stripe and Square are not built for healthcare. Inbox Health delivers the payment experience patients expect, resulting in faster payments, higher collection rates, and happier consumers.

Why medical practices trust Inbox Health:



Patient billing built to handle unique healthcare needs. Eliminate confusion around medical billing. Statements are transparent, showing the cost of service, what insurance covered, and what the patient owes.

➔ **98% of patients report a positive payment experience with Inbox Health.**



Offer 24/7 patient billing support. Around-the-clock support via email, text, live chat, or phone is enhanced by AI and trained to handle healthcare billing questions, freeing up staff to focus on revenue-driving tasks and patient care.



Provide a fully secure and HIPAA-compliant experience. General payment processors do not offer BAA, creating risks if invoices include health information. Inbox Health is HIPAA compliant and is built to protect PHI. This allows invoices to provide additional clarity about the medical service provided and outstanding balance, leading to increased collection rates.

Real results from a provider

like you:

5x

increase in collection speeds

20%

increase in patient billing revenue

63%

email open rate

70%

of patient billing inquiries resolved by AI support assistant



Increase patient collection rates with a modern payment experience.

Inbox Health's Patient payment portal is easy to access and navigate with a single click – no lengthy account number or password needed. Patients have the option to pay in full or set up payment plans to cover their balance.



Increase revenue with automated billing cycles based on patient preferences and behavior.

Inbox Health automatically identifies patients ready to receive a bill and reaches them on the right channel (email, text, or paper mail), at the right time, with the right message. Communications automatically adapt to patient behavior, reducing the amount of staff time spent chasing down payments.