

Hello, and welcome  
to better billing! 🙌



## **What's inside:**

- 3 Powerful patient billing communications
- 4 Automated billing cycles
- 6 Patient portal and statements
- 8 Patient billing support

# Effortlessly unlock stalled revenue

Instead of simply writing off overdue bills or resorting to collections, smart billing cycles empower you to recover revenue while strengthening patient relationships. Reactivate stalled patient accounts receivable with our proactive billing approach.

## Accelerate recovery of old A/R

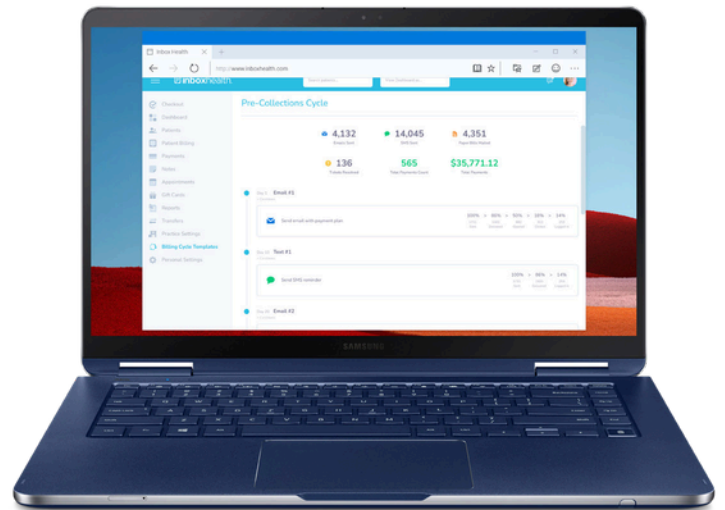
- **Boost** your revenue potential
- Offer **customized payment plans**
- **Efficiently recover** outstanding A/R
- Take a **proactive** approach
- **Revitalize** billing

## Maintain positive patient relationships

- **Enhance** the patient experience
- **Fully customizable** billing cycle and verbiage
- Take a **collaborative approach** to patient payment
- Provide **transparent and effective** communication
- Build **trust**

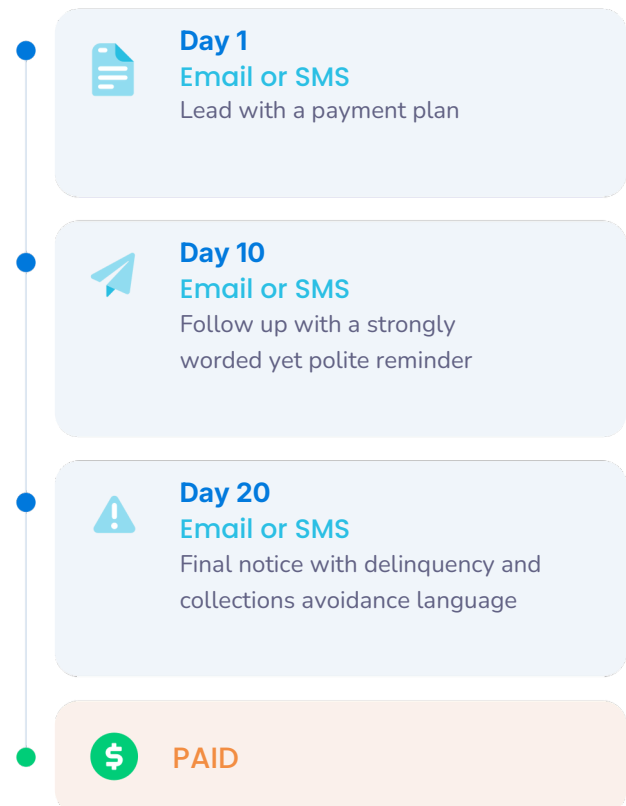
## Let us help you unlock stalled revenue

Contact [xxxxxxx@email.com](mailto:xxxxxxx@email.com) or call **XXX.XXX.XXXX** to learn more.



## Digital Cycle

Fully customize your communications via text, email, or paper statements.



# Patient-first, automated billing cycles

Boost collection speeds, increase revenue, and improve operational efficiency by reaching patients on their preferred communication channel at the right time.

Real results in the first 30 days:\*

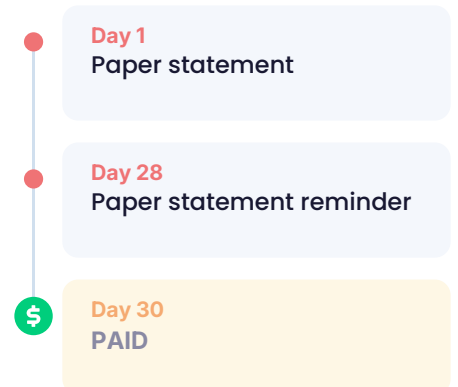
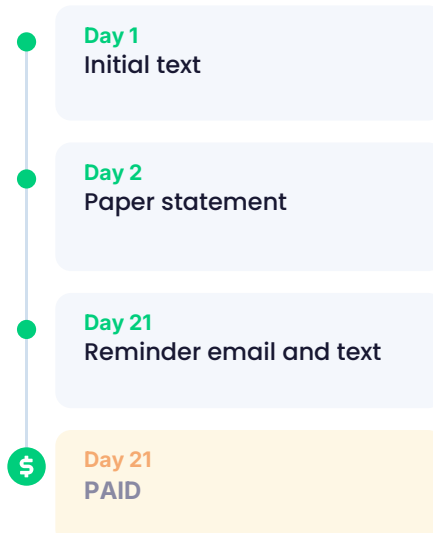
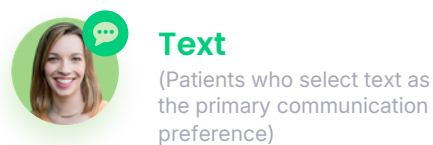
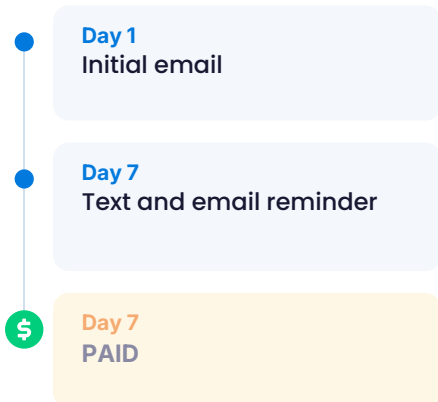
**88%** increase  
in collection speeds

**97%** adoption rate  
of digital payment and communication

**70%** reduction  
in phone call volume

## How it works:

Patient billing cycles automatically start after a claim is adjudicated by insurance via email, text, or paper mail. Then, billing cycles intelligently adapt follow-up communication based on the patient's interaction with previous messages. Here is an example of a billing cycle starting with each communication channel:



**Increase collection speeds.** Reach patients on the right channel, at the right time, with the right message. Data-based billing cycles adapt and automate follow-up communication based on how patients interact with previous paper, text, or email messages.

**Communicate on modern channels at the right time.** Timing is critical when it comes to post-visit financial patient engagement – the sooner statements are received, the faster balances are paid. Statements are triggered to send through patients’ preferred communication channel immediately after the claim is processed by insurance.

**Optimize your time.** Automated follow-up communications allow you to focus on patient care and complex insurance claims instead of spending time on the phone tracking down unpaid balances.

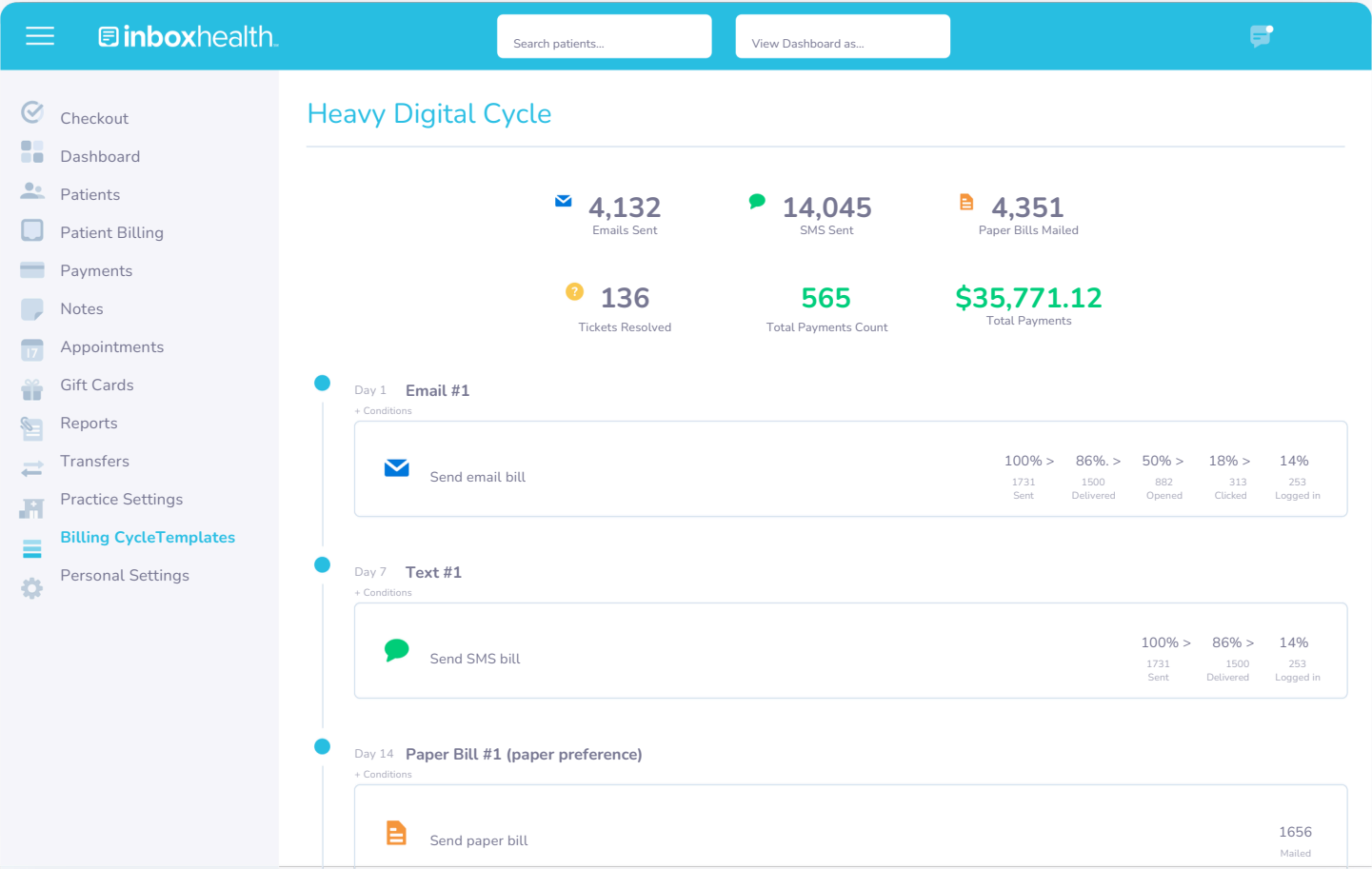
**Offer payment plans.** At any point in the patient billing cycle, you have the option to offer a payment plan. Parameters around payment plans are flexible, including who is eligible, when it is offered in the billing cycles, and over what period of time until the bill must be paid in full.

**Flag actions for review.** Select criteria to flag a patient for review before a billing cycle begins. This is commonly used for specific insurance payers (Medicare/Medicaid), high balances, account types, service codes, and payment reason codes.

**Customize your message.** All communications and messaging are tailored for your patient demographic.

**Turn on automatic payments.** Allow patients to opt in to automatic payments by including the option in the initial email, text, or paper bill.

Patient billing is personal. Let our recommended billing cycle get to work, or customize communications to meet your patients’ needs.



# Interactive patient payment portal and transparent statements

Boost collections by delivering a patient-first financial experience that provides secure access to patient statements, payments, and support and allows you to accept payments after business hours.

**Accelerate collections with easy, 24/7 access to the portal.** Patients gain access to the HIPAA compliant portal using only their birthday – no username or password required.

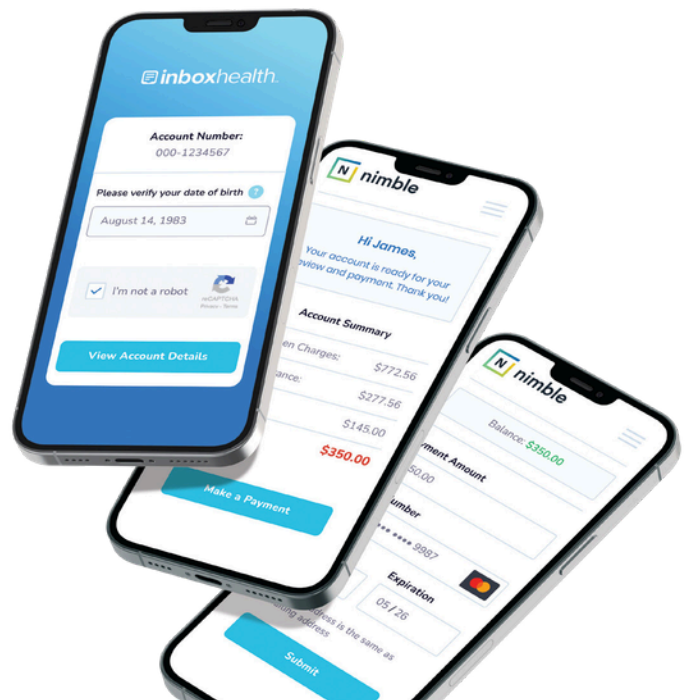
**Reduce the number of patient inquiries and encourage timely balance resolution with clear, concise digital and paper statements.**

Patient statements are simplified to break down the cost of service, what insurance paid, and what the patient owes.

**Accommodate all patients with simple, flexible payment options.** Accept credit card, Apple Pay, ACH transfers, and paper check or provide the option to set up a payment plan directly through the portal. Existing patients are able to save a credit card on file.

**Customize attributes to fit your workflow.**

Customize payment descriptions, logos, messages from the billing team, and payment options.



↑ **ABOVE** 93% of patients are satisfied with the payment experience.

## Smart patient statements track deliverability and patient activity:



**Text and email statements** track when statements are viewed, opened, and clicked, and **paper statements** identify when bills are delivered and flag invalid mailing addresses with return-to-sender reports.



## Anatomy of a patient statement with Nimble, powered by Inbox Health, fully customizable for your billing team's needs:

### Paper Statement

**Practice Name Here**  
Return Street Address  
City, ST Zip Code

**Patient Name**  
Patient Street Address  
City, ST Zip Code

**Statement Date:** Month 00, 0000

**QR Code**  
Scan to pay

**Questions about your bill?**  
View your bill, ask questions and pay online at [inboxhealth.com/mybill](https://inboxhealth.com/mybill).  
Email questions to [MyBill@inboxhealth.com](mailto:MyBill@inboxhealth.com), or call (123) 456-7890.

**Account Summary:**  
Visit date(s): On 02/04/0000  
Provider(s): **AdvancedCare**  
**Payment due now: \$35.00**

| Date          | Service Description                 | Charges  | Patient Payments | Insurance Payments | Adjustments | Patient Balance |
|---------------|-------------------------------------|----------|------------------|--------------------|-------------|-----------------|
| 02/04/0000    | 99204 - OFFICE/OUTPATIENT VISIT NEW | \$296.00 |                  | -\$113.00          | -\$148.00   | \$35.00         |
| <b>Totals</b> |                                     | \$296.00 |                  | -\$113.00          | -\$148.00   | \$35.00         |

**Deductibles for most health plans reset on January 1, 2023.**  
This means you may owe more out of pocket for your visit.

**The above services may not include charges for which you have no patient balance.**  
View more information about your bill online at [inboxhealth.com/mybill](https://inboxhealth.com/mybill)

**A message from your billing team:**  
Have billing questions? Please call (123) 456-7890, online chat at <https://inboxhealth.com/patient/guestLogin> or email here, [mybill@inboxhealth.com](mailto:mybill@inboxhealth.com). We want to help!

Detach lower portion and return in enclosed envelope

**View & Pay Online:**  
[inboxhealth.com/mybill](https://inboxhealth.com/mybill)  
Access Number:  
Access Code:

**Pay by Phone:**  
(123) 456-7890

**Pay by Check:**  
Make checks payable to: Practice Name, LLC  
Please include your account number: 00000000 in the memo

**Card Payment Section:**  
Card Number: [Visa, Mastercard, Discover, American Express icons]  
Sec Code: [Field]  
Signature: [Field]  
Exp Date: [Field]  
Pay Amount: [Field]  
Account #: 00000000 Access Code: G263Mg Amount Due: \$35.00

**Practice Name & Address**  
Street Address  
City, ST Zip Code

### Digital Statement

**nimble** Julie Smith

**Bill Details** Yur Payments Hsoy

Services on Feb 4th, 2022

Total Charges: \$296.00  
Total Adjustments: (\$148.00)  
Insurance Paid: \$113.00  
You Paid: \$0.00  
**Total Due: \$35.00**

**Invoice from provider THORNTON, JASON - SMD301**  
Referring: SANDRA ONEILL - COBR

99204 - OFFICE/OUTPATIENT VISIT NEW \$296.00  
Cost Reduction - Adjustment -\$148.00  
Write off - insurance on 03/06/2022 -\$148.00  
Payments received applied to this service - Payment -\$35.00  
\$113.00 out of \$113.00 received from YourHealthcare on 03/20/2022 -\$113.00  
**Balance Due: \$35.00**

**Coverage Explanation**  
\$35.00 was billed to you because of a remaining deductible amount on your plan that applied for this service.  
\$113.00 of the total cost was reduced because of our contracted rate with your insurance company.

**Account Summary**  
Total Open Charges: \$296.00  
Total Insurance: \$261.00  
You Paid: \$0.00  
Balance Due: **\$35.00**  
**Make a Payment**

**How can we help?**  
Let's chat in real-time!  
Usually respond within 15 mins  
**Chat now**  
Send us an email.  
Usually respond within 8 hours  
**Email**

- Practice logo** helps patients understand who the bill is from
- Contact email and support number** field all patient inquiries in one place
- Optional description of payment and instructional message** provide additional clarity around amount owed and how to pay
- Credit cards accepted** are clearly visible on each statement
- Dedicated phone number** allows patients to pay via IVR, so your billing team saves hours daily
- Simple instruction to pay by mail** makes it easy for patients to complete payment
- Date statement sent is highlighted** to encourage patients to pay promptly
- Options to include additional providers or referring providers** give patients clarity on the services provided
- QR code makes it easy to pay online.** The statement also includes a dedicated phone number to pay via IVR and instructions on how to pay by mail
- Patient account number is prominently displayed** so the account can easily be reviewed in your practice management (PM) system



# Patient Billing Support

Responding to patient inquiries through digital communication channels improves the healthcare consumer experience and instills confidence your medical practice.

## **Offer support the way your patients want it.**

Patients get their questions answered through their preferred communication channel - live chat, text, email, or phone call.

**Respond quickly to patient inquiries.** Faster issue resolution removes barriers to payment, and fewer inbound phone calls allow you to focus your time on patient care. Respond to common inquiries, like collecting payment or updating insurance information, instantly with smart responses.

**Amy Smart**

Yes, insurance was already billed. Your insurance left a \$96.00 balance for you to pay towards coinsurance.

**Julie Smith**

Thank you. Could you send me the most recent bill so I can pay it?

**Amy Smart**

Of course. Here you go:

 [00242100\\_JSML\\_WINSR-bill.pdf](#)

## Live chat, text, and email



- ✓ Address common inquiries instantly with smart response shortcuts.
- ✓ Share documents and send letters, statements, insurance cards, or other necessary attachments between parties.
- ✓ Add notes, edit patient details, and accept payment all within the real-time chat interface that automatically syncs with your practice management system.

## Interactive Voice Response (IVR)

- ✓ Automate your most frequent inbound call inquiries and accept payments 24/7 over the phone from credit, debit, or HSA cards.
- ✓ Sync payments with your practice management system automatically. Deliver patient balance and
- ✓ insurance information.