Enhanced Patient Statement Delivery

Last modified on 05/12/2025 9:32 am EDT

Launching Soon!

Providers now have access to an enhanced patient statement delivery system designed to improve engagement, accelerate payments, and reduce costs. This new multi-channel solution automatically delivers statements through a strategic sequence of communication methods—text message/email and physical mail—ensuring patients receive their statements as effectively and efficiently as possible.

How It Works

The process begins by checking the patient's chart for a valid mobile number.

• If one is found, a digital patient statement is sent viatext message. If the patient does not open the text, the system will follow up in 2-3 days with a reminder text. If another 2-3 days pass without the patient opening the text, a paper statement will be mailed.

If a valid mobile number is not found, the system will check for an email address.

• If one is found, an electronic patient statement is sent via email. If the patient does not open the email, the system will follow up in 2-3 days with a reminder email. If another 2-3 days pass without the patient opening the email, a paper statement will be mailed.

If neither a valid mobile number nor an email is found in the patient's chart, a paper statement will be mailed.

If the patient opens **either** the text or the email, the process stops, indicating that the statement has been successfully received.

This layered approach ensures reliable delivery while prioritizing speed and cost-effectiveness. The process depends on the patient's chart, including a valid mobile phone number and email address. If the mobile phone number is missing, the process will move to an emailed statement. If the email address is missing, the process will move to a printed statement.

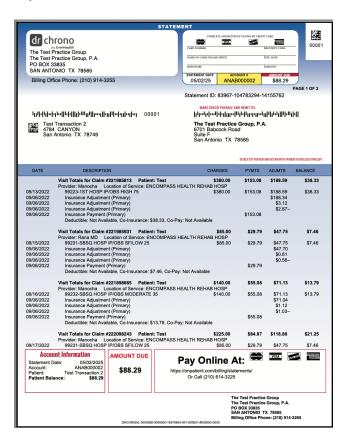
Text/Email > Paper Statement

Example statements

Text/Email Message



Paper Statement



Flexible, Outcome-Based Pricing

The pricing for these enhanced statements is based on the method by which the patient ultimately receives and engages with the statement:

• \$0.59 per statement if the patient opens either the text or email

• \$0.90 per statement if a paper statement is sent

This tiered pricing structure rewards digital engagement by lowering the delivery cost while still ensuring traditional mail is used as a backup when needed.

Benefits for Providers

- Cost Savings: Reduce statement delivery costs by encouraging digital adoption.
- Faster Payments: Digital delivery typically results in quicker patient responses and faster collections.
- Environmental Impact: Minimize paper usage by leveraging digital communication first.
- Automated Workflow: Let the system handle the delivery sequence without staff intervention.

Turn on/off enhanced patient statements

If you would like to turn off enhanced patient statements, it can be done by navigating to **Account > Account > Account > Medical Billing Tab > Patient Statement section**. Unchecking the box will turn off enhanced patient statements.

