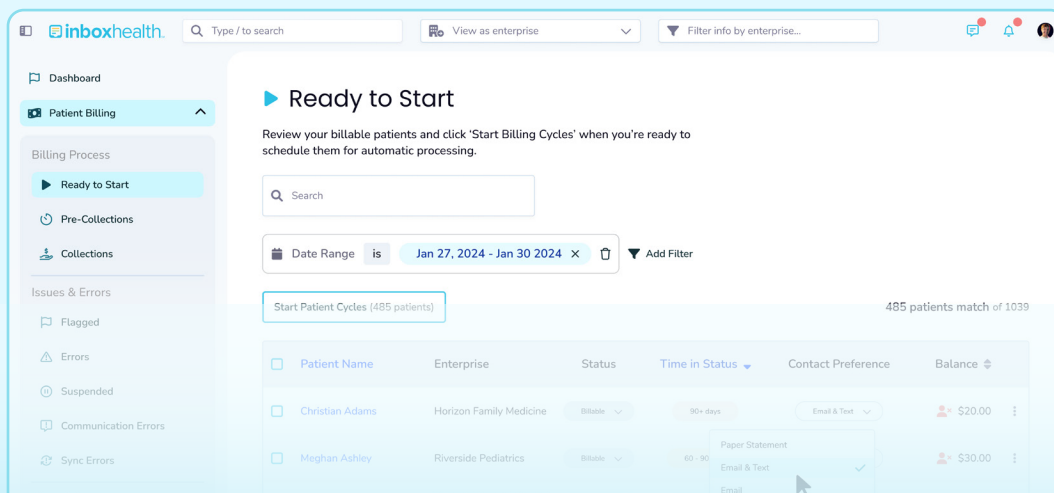


Patient-first billing for medical practices

The patient financial experience is an extension of patient care. Bill with empathy, modernize the payment experience, and eliminate confusion around healthcare costs. Meet Inbox Health, your patient billing partner.



Healthcare trends changing patient billing:



56% of patients are likely to switch providers after a poor billing experience

26%

Insurance reimbursements are down 26% since 2001

30%

Patient responsibility represents 30% of the total healthcare bill.

93% of patients expect healthcare organizations to use digital communicants and payment tools.¹



90% of patients use online reviews to evaluate physicians.²

Let Inbox Health manage your patient billing, so you can focus on patient care



Improve patient satisfaction: Build trust with patients by ensuring the billing process is transparent and simple. Empathy and personalization at every touchpoint instill confidence in healthcare billing.



Save time and reduce costs: Reduce the amount of time your staff spends on patient inquiries and lower paper statement costs with digital communication methods.



Increase revenue: Patients pay faster when bills are easy to understand and pay.

¹ <https://blackbookmarketresearch.newswire.com/news/19-recent-healthcare-tech-start-ups-attract-instant-consumer-appeal-20556737>

² Healthgrades Survey

Benefits of the Inbox Health solution:

- ✔ **Patients complete payment in less than 60 seconds:** A unique, secure link allows patients to pay digitally in one simple step.
- ✔ **Access an intuitive patient payment portal.** Patients gain access to Inbox Health's secure, HIPAA-compliant payment portal using only their birthday – no username or password required. View statement details and accept credit card, Apple Pay, and ACH transfers or provide the option to set up a payment plan directly through the portal.
- ✔ **Answer questions quickly and reduce phone call volume with access to digital support channels.** Resolve issues and clarify confusion at the point of payment with text and live chat and offer secure email communication after business hours.
- ✔ **Use interactive voice recording (IVR) to take payments over the phone.** Inbox Health's IVR system handles your inbound calls, greets patients, and collects payment over the phone, freeing up time in your billing team's day.
- ✔ **Deliver easy-to-understand statements on patients' preferred communication channel.** Inbox Health's statements are delivered via email, text, or paper mail and clearly show the amount owed and why the patient has an outstanding balance, eliminating confusion and reducing the number of patient inquiries.
- ✔ **Lower administrative costs.** Your staff spend less time managing patient frustrations and handling inbound phone calls so there is more time to focus on insurance verification, scheduling, and providing an exceptional experience at point of service.
- ✔ **Centralize patient A/R management:** Inbox Health seamlessly integrates with the most popular practice management systems, so you can efficiently manage all of your patient A/R in one place.

"You have the most amazing, simple, and easy way to pay medical bills. I think everyone would pay if they had your system. Thank you."

– Patient

Real results from a medical provider like you:

90%

of statements sent digitally, resulting in reduction in paper costs and administrative time

98%

of patients paid digitally in the first 60 days

99%

chose to stick with digital statements in the first 60 days

67%

email open rate, establishing adoption of trust in communications received from Inbox Health

50%

reduction in phone call volume

