



Save Time & Money

Eliminate printing, folding, stuffing, sealing, metering, mailing, and troubleshooting.
Obtain professional designs, quality processing, advanced features, and online Controls.

Healthcare Design Features

Service Messages

Customize up to 3 lines

Change Checkbox

Prompt to receive changed information

Multiple Messages

Print 1 prominently displayed and up to 5 additional messages

Detail Section

Select/customize up to 9 columns

Account Summary

Select/customize up to 5 sub boxes

Aging

Select/customize up to 5 sub boxes

Health USA
125 MAIN STREET
STE 118
SERVICE CITY MA 99999
Return Service Requested

For Billing Inquiries Call:
(999)999-9999
Visit OurWebSiteURL.com.

SALLY SMITH
16 ELM STREET
SERVICE CITY MA 99999

Please complete payment information.

Account	Statement Date	Acct. Balance	Payment Due
HC1-BL	2/11/20xx	x.00	x.00

Credit Card Select Card Discover AMEX

Visa Mastercard

Card No. Exp. Date

Signature 3-4 Digit Sec. Code

Check Check No. Amount Paid

Make checks payable to:
Health USA
125 MAIN STREET
STE 118
SERVICE CITY MA 99999

Check if your billing information has changed. Provide update(s) above or on reverse side. Please detach and return top portion with payment.

Schedule your next appointment at OurWebSiteURL.com. It's fast, easy, and convenient.

Messages

- The "Messages" bar and section only prints when messages are provided by biller.
- Up to 5 messages can be printed here.
- Individual statement messages can be modified during online eApproval.
- Dunning messages can be added for past due accounts.
- Example Message - Payments received after the 25th of the month may not be reflected on this bill.

Statement Detail		Statement Date 2/11/20xx		Account HC1-BL		
Date	Name	Description	Optional	Charges	Receipts	Balance
1/04/20xx	Sally Smith	Office Estb Detailed Hx-Exam/Modera		x.00	x.00	x.00
1/04/20xx	Sally Smith	Urinalysis		x.00	x.00	x.00
1/04/20xx	Sally Smith	Hematocrit		x.00	x.00	x.00
1/04/20xx	Sally Smith	Office Estb Min/None Hx-Exam/St-Fwd		x.00	x.00	x.00
1/04/20xx	Sally Smith	Office Estb Min/None Hx-Exam/St-Fwd		x.00	x.00	x.00
1/04/20xx	Sally Smith	Office Estb Focused Hx-Exam/St-Fwd		x.00	x.00	x.00
1/04/20xx	Sally Smith	Office Estb Comprhn Hx-Exam / High		x.00	x.00	x.00
1/04/20xx	Sally Smith	Urinalysis		x.00	x.00	x.00
1/04/20xx	Sally Smith	Hematocrit		x.00	x.00	x.00
1/04/20xx	Sally Smith	Counseling - 25 Minutes		x.00	x.00	x.00
1/04/20xx	Sally Smith	Hospital Discharge		x.00	x.00	x.00

Account Summary	Previous Balance	New Charges	Payments & Credits	Adjustments	Estimated Insurance	Account Balance	Payment Due
	x.00	x.00	x.00	x.00	x.00	x.00	x.00

Aging	Current	31-60 Days	61-90 Days	91-120 Days	120+ Days
	x.00	x.00	x.00	x.00	x.00

Health USA 125 MAIN STREET STE 118 SERVICE CITY MA 99999
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Payment Summary

-Select/customize up to 4 boxes
-Select credit cards to display
-Capture 3-4 digit Security Code

Processing Bar Codes

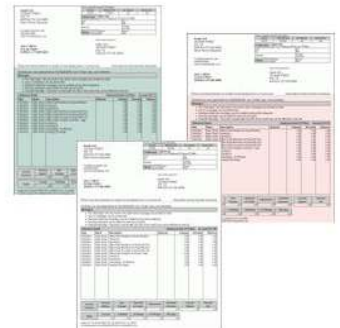
Ensure 100% delivery accuracy

Perforation

Perforated paper for easy separation

Paper Color Options

White, Blue, Green, and Red



Payment Due Boxes

Select/customize up to 2 boxes

Advanced Features

Online Document Management Controls

eApprove - REVIEW, APPROVE or REJECT uploaded files, Delete Single Documents and Modify Messages.
eView - VIEW and PRINT 12 months of mailed documents.

Address Updating Service ("NCOALink")

With NCOALink, we update changed addresses for correct mailing and provide you with a changed address report. (Optional service.)

Outgoing Envelope (No. 10)

Double window, address, and barcode save time & money



Payment Return Coupon

Speeds accurate payment posting



Return Envelope (No. 9)

Your name, address, and barcode show for timely/accurate delivery



To Learn More, Contact: Integrated Health Care

18530 Spring Creek Drive, Suite A
Tinley Park, IL 60477
Phone: 708-468-4070
www.ihctech.com

Our Reseller ID: 80323

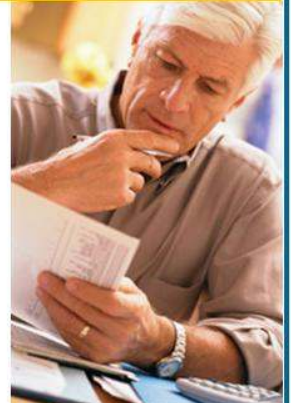
* Save Time * Save Money * Improve Cash Flow * Increase Productivity *
* Enhance Quality & Maintain Control * Billers and Payers Win *

5 Minute Statements

Deliver Professionally Printed Documents

The overwhelming customer preference

Saving You Time & Money Every Month



Save Time

- Completely process your statements in under 5 minutes

Save Money

- Virtually eliminate document creation labor expenses
- Reduce fixed production and mailing costs
- Eliminate inventory management expenses
- Decrease equipment acquisition and maintenance costs

Improve Cash Flow

- Professional designs and return coupons/envelopes drive payments

Increase Productivity

- Reallocate staff time and office equipment to higher value uses

Enhance Quality & Maintain Control

- Professional, high quality statements with DocManager Online Management
- 100% delivery accuracy

Billers and Payers Win

- BILLER eliminates paper and PAYER receives professional statement

Fees

- \$0.71 per 1st page (includes perforated coupon, return envelope & postage)
- \$0.17 per additional page
- \$17.50 Monthly Support Fee

During enrollment a postage deposit is collected which is \$0.44 x estimated monthly statements. It is a security deposit, not a fee.

The deposit is refundable upon termination

FAQ's for BillFlash

Q I'm a new user, how does this service work?

A You simply upload your statement file to BillFlash as often as you want and we do the rest. BillFlash produces, prints, sorts, folds, inserts, seals, meters, and mails your statements by the next business day. We also offer online statements, and address correction features.

Q Can we add color?

A Yes, you can add **Blue**, **Green**, or **Red** to your standard Black ink statements.

Q Can we add Payer messages onto our statements?

A Yes, BillFlash supports statement Messaging in multiple areas of your statement.

Q Which browsers work best?

A Internet Explorer provides complete BillFlash functionality while Netscape has a few non-consequential limitations.

Q How often can I upload statement files?

A You can upload statement files as often as you wish. Since it takes only a few minutes it may be wise to do so more often than once a month. This could help reduce your accounts receivable by billing weekly for instance.

Q How do I upload a statement file?

A Select STATEMENTS / UPLOAD FILE and then following the simple directions.

Q What is a statement file?

A Each time you run statements your Business Software first creates a file of data that represents the information needed for the time frame selected. This file is then sent to the printer for printing. BillFlash uses this same file. However, instead of sending it to your office printer you upload it to us for production and mailing.

Q How do I know if our statement file has been received?

A You will see an immediate Upload Confirmation and we will send a File Receipt Confirmation to your Reporting Email.

Q Why didn't I receive a File Receipt Confirmation Email?

A We send File Receipt Confirmation Emails to your Reporting Email address on file. If you saw an Upload Confirmation but did not receive a File Receipt Confirmation Email it is likely that we don't have a current Reporting Email address on file for you.

Q How will I be notified if there is a problem?

A We will alert your Reporting Email of any issues.

Q Where are our statements produced?

A Our strategically located processing centers are located in Dubuque-IA, Houston-TX, and Livonia-MI. We can reach 90% of US addresses with First Class mail in 1-2 days.

Q What is a standard statement?

A Standard statements include a # 10, two-windowed envelope with a # 9, one-windowed return envelope enclosed. The 1st page has a perforated coupon to be returned. White envelopes and paper and black ink are used.

Q When will our statements be mailed?

A We will produce and mail all files in good order by the next business day.

Q How will our mailed statements be delivered?

A We mail by First Class US Postal Service.

FAQ's for BillFlash

Q What postage rate are we paying?

A BillFlash's flat rate fee includes all production and postage charges.

Q How can I remail statements?

A Generally hand mailing is the easiest way to remail a statement.
Example 1: if a statement was not mailed because it had a bad address you could simply correct the address and use your business software to create a single statement and then mail it locally.

Example 2: if a Payer requests a duplicate statement be mailed you could view and print the original statement at STATEMENTS / VIEW STATEMENTS and then mail or fax it locally.

Q What happens to our statements with undeliverable addresses?

A The US Postal Service returns all undeliverable mail to the sender with a reason description. Any bad addresses will also be listed on the Bad Addresses Report available at STATEMENTS / DOWNLOAD REPORTS. Consider our NCOALink Address Correction Service which:
1) updates addresses that have a USPS change record,
2) mails item to the new address,
3) provides you with a NCOALink Updated Address Report at STATEMENTS / DOWNLOAD REPORTS so that you can update your records.

Q What is NCOALink?

A NCOALink is an address updating service licensed by the USPS. When an updated address record exists, NCOALink updates the mailing address before printing and posts an updated address report on BillFlash.com at STATEMENTS / DOWNLOAD REPORTS for Biller updating. NCOALink costs substantially less than comparable USPS Endorsements. Learn more by reviewing our NCOALink brochure.

Q How do I cancel our account?

A Send an email to Cancel@BillFlash.com.

Q Is BillFlash HIPAA compliant?

A Yes. We fully comply with our role as a "Business Associate."
Please review OUR COMMITMENT TO PRIVACY located at the bottom of our web site pages.



For more information please contact:

Integrated Health Care

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Tinley Park, IL 60477

Phone: 708-468-4070

Fax: 708-468-4073

www.ihctech.com

Our Reseller ID: 80323