

Powerful Patient Billing Communications

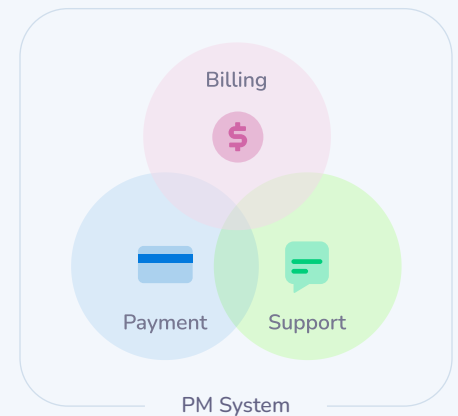


Why billing teams choose Inbox Health

Out-of-pocket spending for medical bills is growing at its fastest rate since 1985 and now accounts for 30% of a provider's revenue. The time to adopt a patient-first billing solution is now.

Inbox Health is your solution to better patient billing, support, and payment. Personalized outreach on modern communication channels are designed to improve patient engagement, optimize your billing team's time, and boost collection speeds.

- ✓ **Increase collections and grow your business with a streamlined patient experience.** Accelerate collection speeds and cash flow by making it easy for patients to pay. Inbox Health delivers easy-to-understand statements, enhanced support, and multiple payment options.
- ✓ **Streamline daily tasks and make efficient use of staff time with automated billing cycles.** Manage patient A/R across multiple practice management systems in one place. Inbox Health automates manual workflows, reduces call volume, and makes payment easy so you have more time to focus on growing your business or medical practice.
- ✓ **Reduce overhead costs and save money by sending fewer paper statements.** Send patient statements through digital channels and reduce administrative work for staff, reallocating your team's focus toward revenue-driving tasks.
- ✓ **Improve the patient experience and practice satisfaction.** For practices, robust reporting shows the value of Inbox Health over time. For patients, Inbox Health provides transparent communication and easy payment options, resulting in happy patients who are more likely to recommend a medical practice to others.



➤ **ABOVE** Billing teams manage their patient A/R in one place with Inbox Health.

Inbox Health in the first 30 days:*

88%

increase in collection speeds

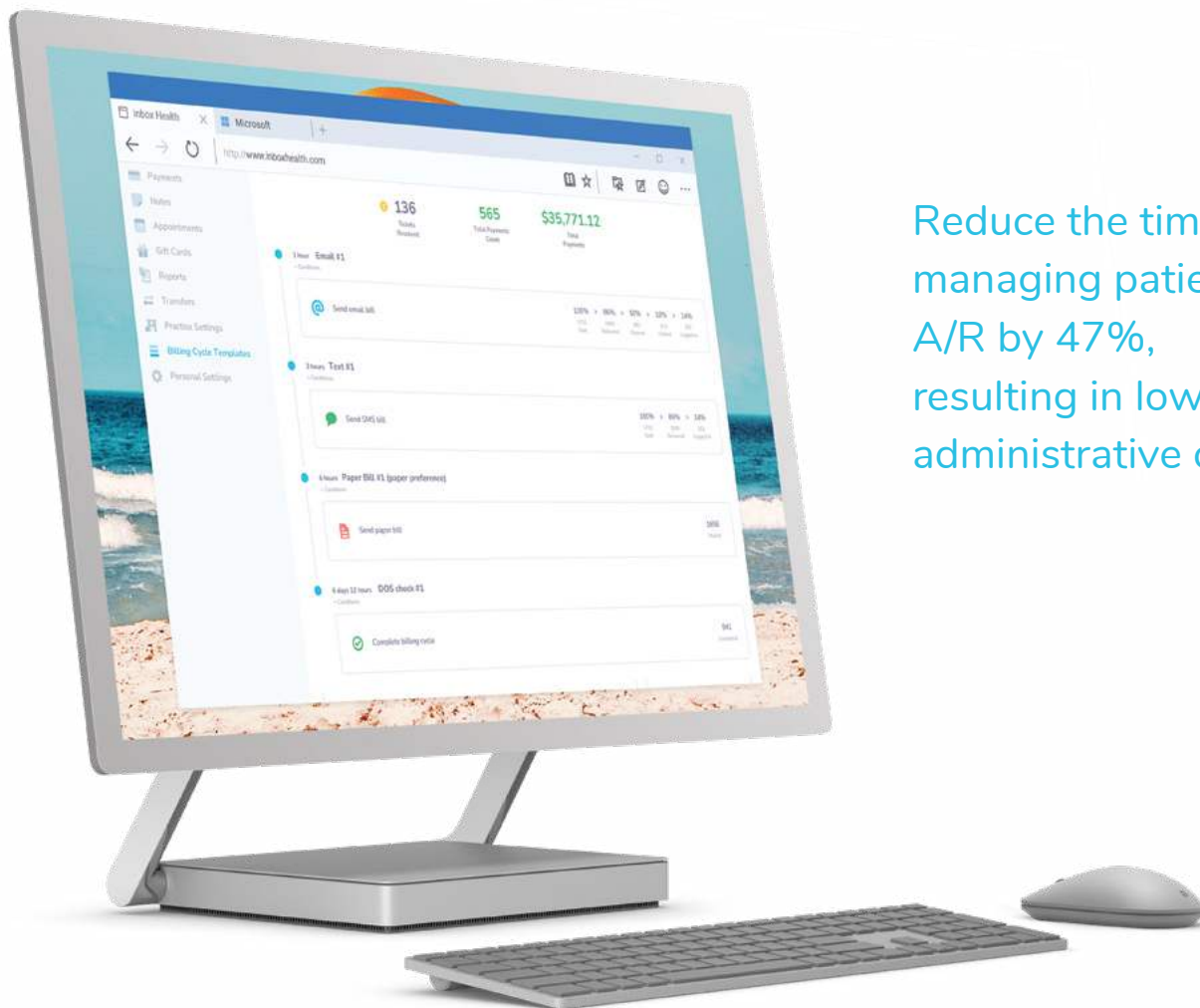
97%

adoption rate of digital payment and communication

8 days

average days until payment is made, once a bill has been sent from Inbox Health's platform

*Results may vary based on demographics and provider specialty



Reduce the time spent managing patient A/R by 47%, resulting in lower administrative costs.

Patient-first, automated billing cycles

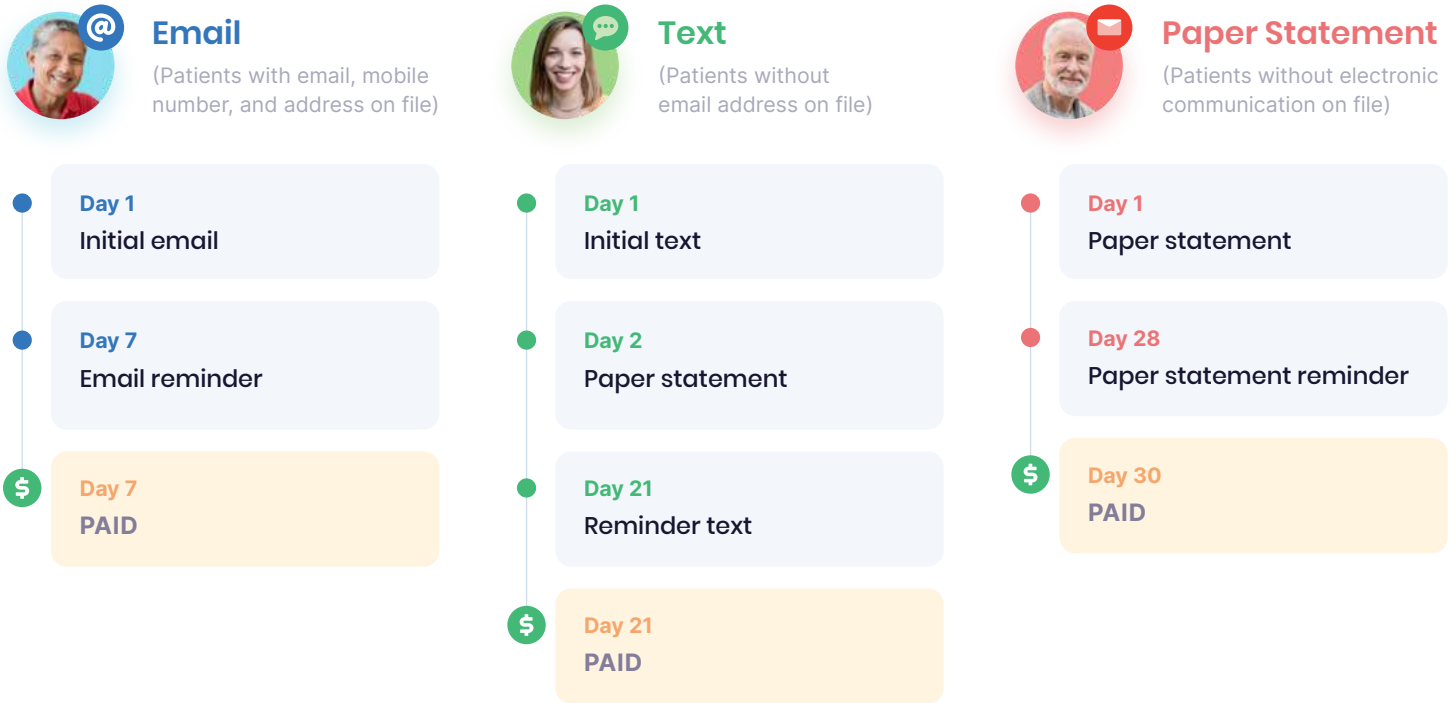
No more manual statement reviews or time spent preparing batch billing. Increase collection speeds by reaching patients on the right channel, at the right time, with the right message. Inbox Health's data-based billing cycles adapt and automate follow-up communication based on how patients interact with 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 billing team's time. Automated follow-up communications allow your billing team to focus on patient care and complex insurance claims instead of spending time on the phone tracking down unpaid balances.

How it works:

Send statements via email, text, mail, or a combination of all three. Here is an example of a billing cycle starting with each communication channel:



Patients pay five times faster with Inbox Health.

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

Offer payment plans. At any point in the patient billing cycle, you have the option to offer a payment plan. Billing teams also have the ability to set parameters around payment plans, determining who is eligible, when it is offered in the billing cycle, 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.

Inbox Health provides recommendations for your email, text, and paper messaging, but you also have the ability to edit as you see fit, down the subject line or emojis.

Turn on automatic payments.

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



70% of patients are confused by their medical bills. Inbox Health provides transparent patient statements.

Interactive Patient Payment Portal and Transparent Statements

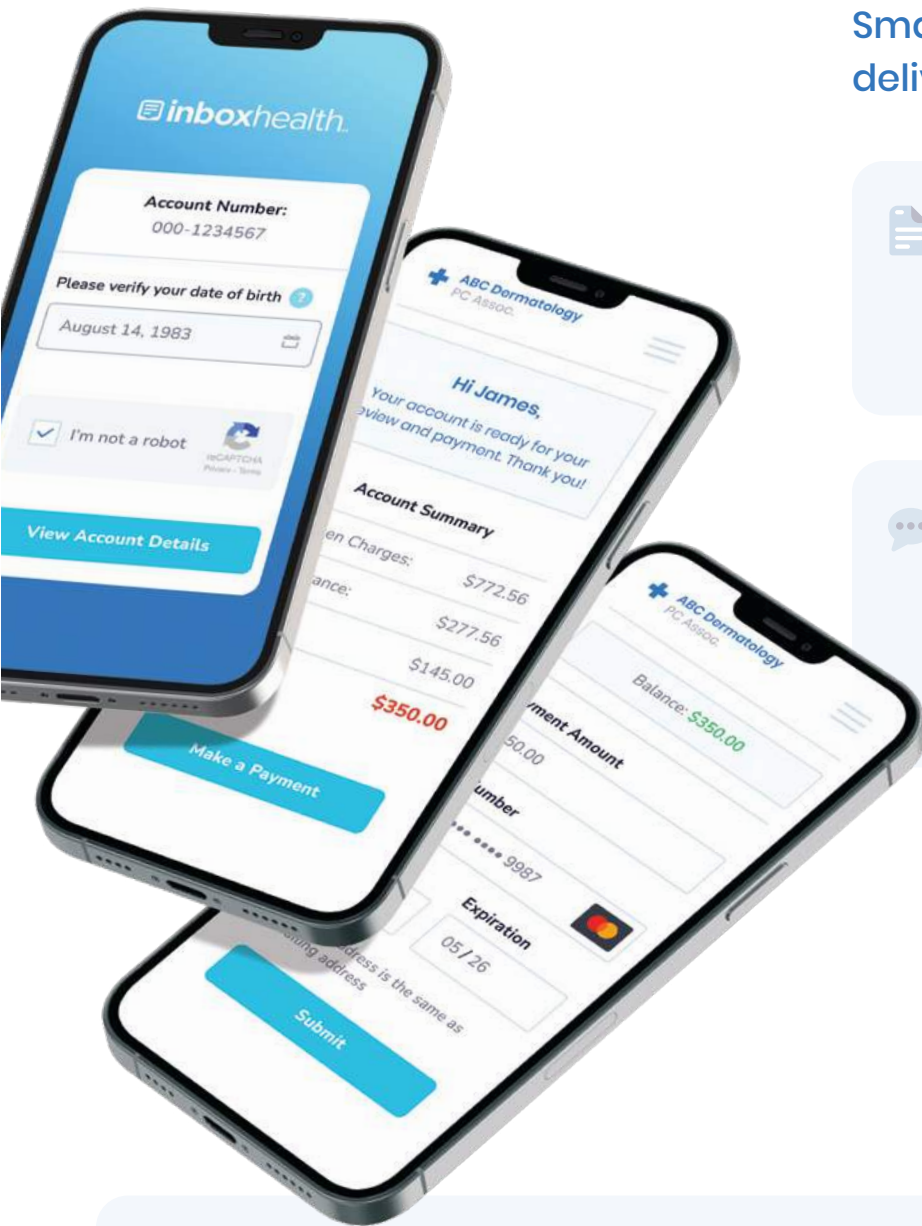
Payment is painless with an interactive patient portal and patient-friendly statements. Boost collections by delivering a patient-first financial experience that provides secure access to patient statements, payments, and support.

Accelerate collections with easy, 24/7 access to the portal. Patients gain access to the HIPAA-compliant portal any time, anywhere using only their birthday – no username or password required. Around-the-clock access allows practices to accept payments after business hours, boosting collection speeds while simultaneously elevating the patient financial experience.

Reduce the number of patient inquiries with clear, concise digital and paper statements. Inbox Health's patient statements are simplified to break down the cost of service, what insurance paid, and what the patient owes. Whether paper or electronic, each statement offers a brief explanation of charges and applied payments, encouraging timely balance resolution.

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. Improve the checkout experience for existing patients with the ability to save credit card information for future visits.

Customize attributes to fit your workflow. Statements are branded for each practice with the ability to customize payment descriptions, logos, messages from the billing team, and payment options.



Smart patient statements track deliverability and patient activity:



Paper statements: Track the dates bills are delivered and identify invalid mailing addresses; notifying billing teams with return-to-sender reports.



Text and email statements: See when statements are opened, viewed, and clicked, giving billing teams valuable background information when following up with a patient for payment.

72% of patients used credit or debit cards for their last healthcare payment.

Digital Statements

How it works:

STEP 1: Patients receive a link to view their statement by email or text message.

STEP 2: Patients access the portal by entering their date of birth. Simple and secure entry removes barriers to payment.

STEP 3: Patients review easy-to-understand statements. If questions arise, real-time support is offered through live chat, text, or email.

STEP 4: Payment is easy with credit card, Apple Pay, and ACH transfer. Payment plans are also offered for patients who need to pay over time.



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

Paper Statement

Practice Name Here
Return Street Address
City, ST Zip Code

Statement Date: Month 00, 0000

1 + ABC Dermatology
PC Assoc.

Patient Name
Patient Street Address
City, ST Zip Code

Account Summary:

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

2 Questions about your bill?

View your bill, ask questions and pay online at inboxhealth.com/mybill.
Email questions to MyBill@inboxhealth.com, or call (123) 456-7890.

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

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

Totals \$296.00 -\$113.00 -\$148.00 \$35.00

3 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

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 We want to help!

Detach lower portion and return in enclosed envelope

Statement Date: Month 00, 0000

View & Pay Online:

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

4 VISA AMERICAN EXPRESS DISCOVER MASTERCARD

Card Number	Sec Code
Signature	Exp Date
Save a stamp and pay online inboxhealth.com/mybill	Pay Amount
Account # 00000000	Access Code: G263Mg
Amount Due: \$35.00	

Practice Name & Address
Street Address
City, ST Zip Code



Digital Statement

1 + ABC Dermatology
PC Assoc.

Julie Smith

Bill Details Your Payments History

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

See Details

Invoice from provider THORNTON, JASON - SMD301

Referring: SANDRA ONEILL - COBI

99204 - OFFICE/OUTPATIENT VISIT NEW	\$296.00
Cost Reduction - Adjustment	-\$148.00
Write off - insurance on 02/06/2022	-\$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!
We usually respond within 1-2 minutes.

Chat now

Send us an email.
We usually respond within 48 hours.

- 1 Practice logo** helps patients understand who the bill is from
- 2 Contact email and support number** field all patient inquiries in one place
- 3 Optional description of payment and instructional message** provide additional clarity around amount owed and how to pay
- 4 Credit cards accepted** are clearly visible on each statement
- 5 Dedicated phone number** allows patients to pay via IVR, so your billing team saves hours daily
- 6 Simple instruction to pay by mail** makes it easy for patients to complete payment
- 7 Date statement sent** is highlighted to encourage patients to pay promptly
- 8 Options to include additional providers or referring providers** give patients clarity on the services provided
- 9 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
- 10 Patient account number is prominently displayed** so the account can easily be reviewed in your practice management (PM) system

Patient Billing Support

Resolve four digital support tickets in the time it takes to resolve one phone call.

Respond to patient inquiries through digital communication channels to improve the healthcare consumer experience and reclaim time in your day to focus on other revenue-driving tasks, patient care, and complex insurance claims.

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.

Reduce administrative waste by supporting more patients digitally per hour. Faster issue resolution removes barriers to payment, and fewer inbound phone calls allow you to focus your time on patient care, revenue-driving tasks, or complex insurance claims.

Respond quickly to patient inquiries. Live chat, text, and email smart response shortcuts and interactive voice recording (IVR) allow you to greet patients and respond to common inquiries instantly, like collecting payment or updating insurance information.



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:

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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.

+ ADD ON

Patient Billing Support Services

Need extra assistance when it comes to patient support? Upgrade Inbox Health's patient billing support services. Outsource all patient inquiries to our bilingual support team (English and Spanish). Rest easy knowing all insurance-related inquiries are answered promptly and empathetically.

How it works:

Inbox Health provides bilingual phone and digital support services

When patients have questions about their medical bills, Inbox Health has you covered. Each practice receives a dedicated phone number, which is prominently displayed on statements. Patients can also contact support via email at mybill@inboxhealth.com or by responding to any email or text message notification.

Support hours: 9am – 8pm EST

Languages: English and Spanish

Support channels: Phone, live chat, email, text

Common questions Inbox Health's patient billing support services can answer:

- *What is this bill for?*
- *Does this balance apply to my deductible, coinsurance, or copayment?*
- *Did you apply this balance against my secondary insurance?*
- *Why didn't my insurance carrier cover the charges?*
- *Can I enroll in a payment plan?*
- *Resolve common patient disputes, including, "I have already paid my bill," "My provider agreed not to charge me," and "I never received these services."*



Live Chat

Answer rate: 100%

Wait/response time: 30 seconds



Text

Answer rate: 100%

Wait/response time: less than 30 minutes



Email

Answer rate: 100%

Wait/response time: Four to eight business hours



Phone

Answer rate: 80%

Wait/response time: less than one minute

Voicemails: returned within three business days



If Inbox Health’s patient billing support team does not have the resources to answer an inquiry, one of our representatives forwards the inquiry to the biller’s operational team in an effort to provide a timely response for the patient. This is done through a ticketing system directly in Inbox Health’s platform – the ticket is assigned to the biller, who receives a notification. Once the biller responds, Inbox Health follows up with the patient. Examples of information we do not have access to are the patient’s diagnosis and explanation of benefits.

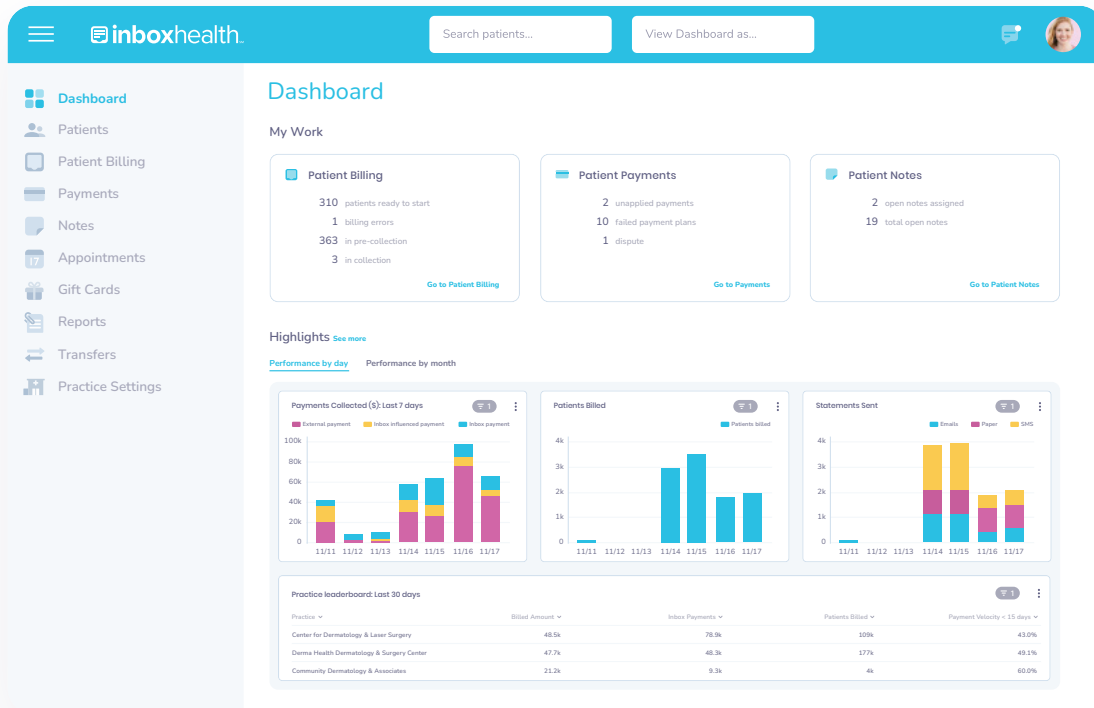
100% response rate within one day for all patient billing inquiries.

We also resolve common patient disputes, including:

- *I've already paid my bill.*
- *My provider agreed not to charge me.*
- *I never received these services.*

Patient Billing Support Options

Support Feature	Included for all clients	Add on (additional fee)
Text support (managed by client’s team)	✓	
Email support (managed by client’s team)	✓	
Live chat support (managed by client’s team)	✓	
IVR phone support (managed by client’s team)	✓	
Dedicated support team to manage all patient inquiries		✓
Bilingual patient support services		✓
Dedicated support email and phone number included on all patient statements		✓
Phone support managed by Inbox Health’s dedicated team		✓
Text, email, and live chat support managed by Inbox Health’s dedicated team		✓
Guaranteed 100% response rate		✓



Reporting and Analytics

Unlock the value of your data

Inbox Health’s reporting and analytics are aligned with your billing operations to help you understand your business, measure your success, and maximize your revenue.

Optimize business performance. Uncover trends in billing engagement across practices to identify areas for improvement to optimize your workflow.

Turn your insights into action. Quickly pinpoint revenue-generating opportunities within the billing cycle across multiple practices and providers.

Save time and avoid errors accessing and interpreting your revenue data.

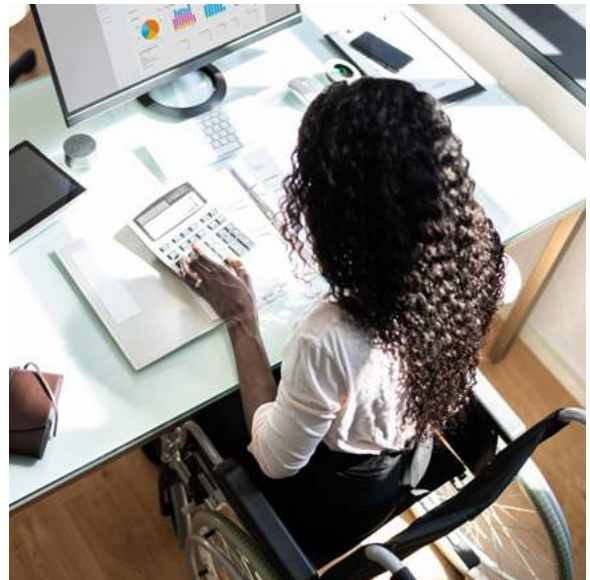
To effectively manage your bottom line, you need powerful business analytics aligned to your

operations and integrated into your workflow. Inbox Health understands your baseline performance and optimizes your processes with standard reports and dynamic dashboard visuals, highlighting key performance metrics that turn insights into strategic actions.

- Access to all your data, at your fingertips**
 Track and report data for all of your practices and providers in a single, easy-to-use experience.
- Key reports and dashboards, ready-to-go**
 Quick access to standard reports for immediate use by exporting for additional analysis or to use as work lists.
- Visual storytelling to share your performance data**
 Export any of the dashboard analytics for use in your presentations to facilitate sharing your data story.

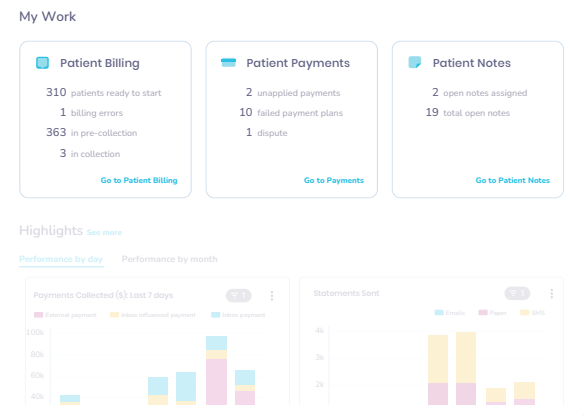
Biller Dashboard

Inbox Health's biller dashboard allows you to effortlessly prioritize your patient A/R workflow by providing at-a-glance status of your billing cycles, outstanding payments, patient notes, graphs that track key billing performance metrics, and access to real-time data for multiple practice management systems in one place.



My Work

My Work shows the volume of work that needs to be completed in a given day and at-a-glance metrics across all of your practices, organized by patient billing, payments, and notes.



Highlights

Highlights compare your practices based on performance. Search, sort, and rank based on payments collected, payment speed, and number of statements sent and billed.



Dive deeper to drive business decisions.

Patient Billing Metrics

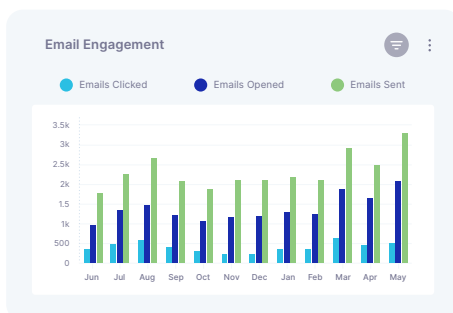
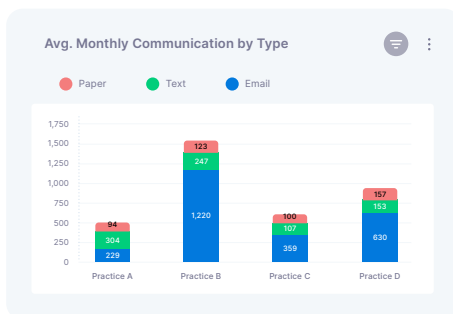
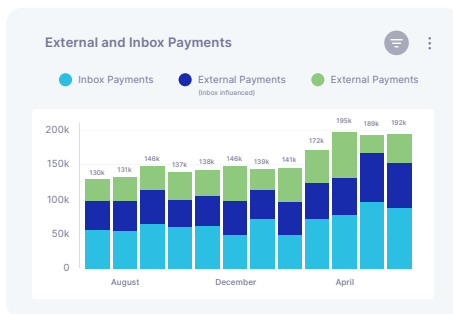
Patient billing metrics provide details regarding unique patients billed and a sum of payments collected through our portal, with a key emphasis on the breakdown of payments collected through our platform and influenced from our billing actions, to see the value of Inbox Health over time compared to internal collections.

Patient Engagement and Support Metrics

Patient engagement and support metrics can help you understand the volume of patient support tickets and payment behaviors.

Billing Cycle Analytics

Understand your billing cycle performance for individual practices and across your entire book of business. Analytics support custom billing cycles so you can see with granularity which strategies are accelerating collections via tailored outreach.



Report Center

Our suite of out-of-the-box reports provides you instant access to your data to help you measure your success, track trends, and optimize your income, all included within our experience – and it's easy to export without the number crunching.

- **Billing Metrics Snapshot** – Access key patient billing, payment, and support metrics in a single report to share your performance, identify areas of success, and determine areas to improve
- **Patient Details** – View all patients, new patients, duplicates, and all patient balances
- **Payment Detail** – View payment detail by method
- **A/R Aging** – View A/R aging broken out by patient and aged trial balance
- **Collections** – Export collections reporting by patient
- **Tickets Report** – Better understand the performance of your team's response to patient questions, how your patients are interacting with your system, and time to resolution

Checkout

Zero-touch patient payments

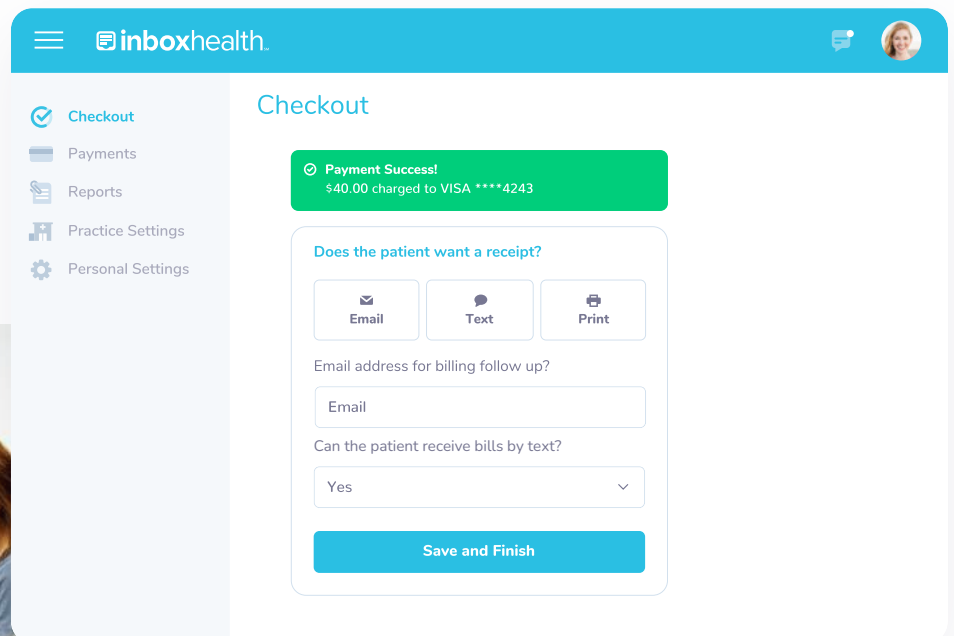
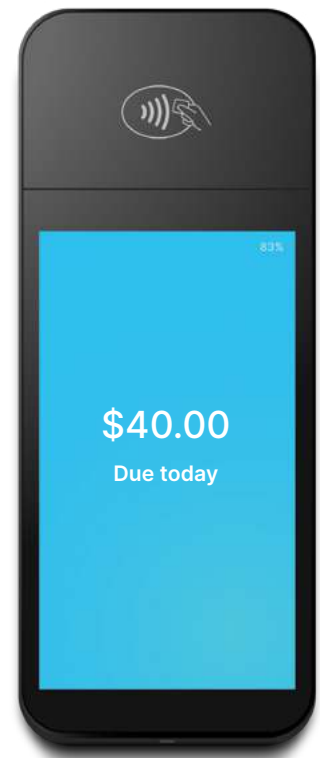
Inbox Health's card reader, designed for practices, streamlines workflows and simplifies in-office payments.

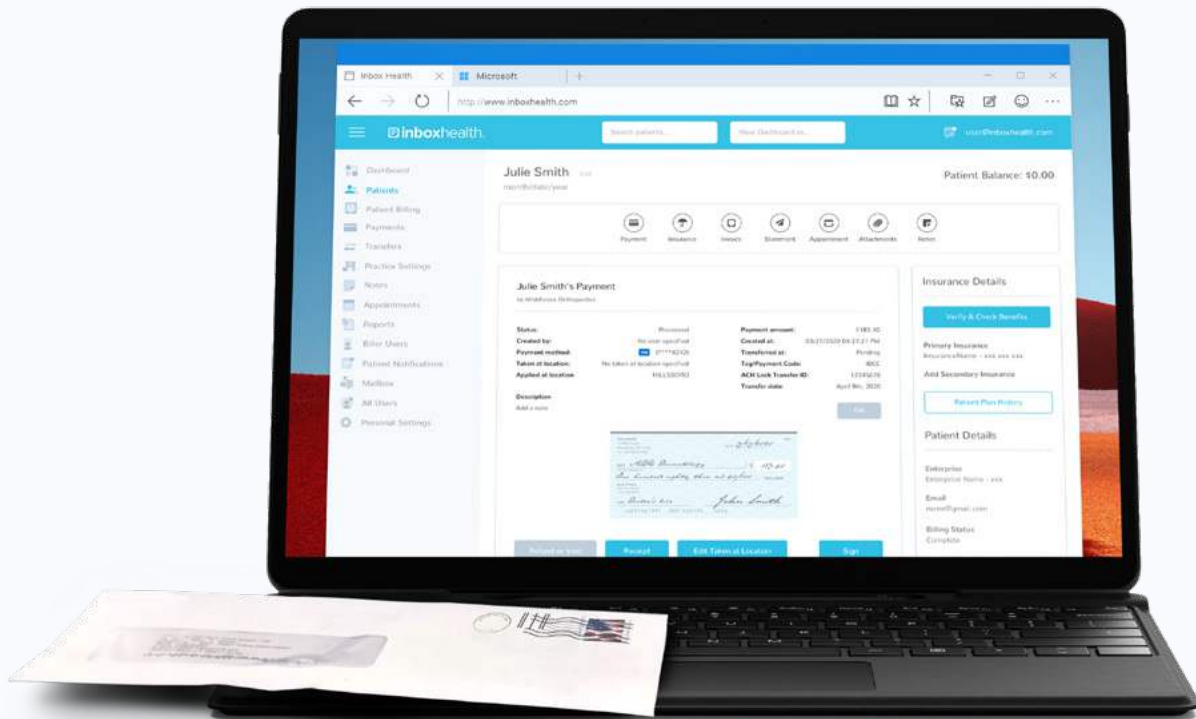
Integrates effortlessly with your practice management systems.

Payments automatically post directly from the card reader to the patient account.

Update patient communication preferences on the spot. Encourage patients to opt in to digital communications at the time of payment to provide a more personalized billing experience.

Save a credit card on file. Paying for future visits is easy with the option to save payment information through the Checkout card reader.





Mailbox

Process paper payments with the ease, speed, and convenience of digital correspondence.

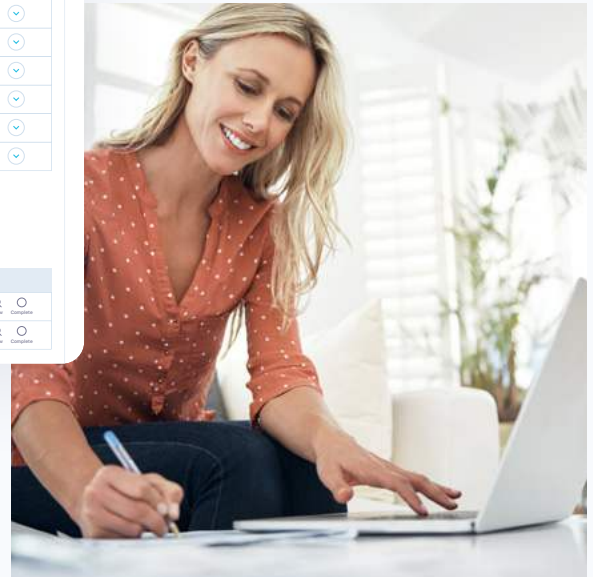
Mailbox is Inbox Health's lockbox service designed for billing teams that uses technology to automate the work of opening, sorting, depositing, and posting mailed patient payments for you.

Get paid faster. Mail is scanned and posted to your PM system as it is received. Without having to manually review and deposit your mail, you get paid the day a check arrives.

Automate patient payment posting. Patients' checks are received, scanned, and automatically posted to your PM systems.

Consolidate and enhance reporting. Keep all patient billing activity in one place with Mailbox. See your digital and mailed patient payment data in a single snapshot – no logging into a separate third-party software or inputting payments manually.

With Mailbox from Inbox Health, 95% of patient payments post automatically, deposit to your bank account, and apply to your practice management system(s).



Inbox Health's Mailbox vs. Traditional Lockbox

Features	Inbox Health's Mailbox	Traditional Lockbox
Scans mail	✓	✓
Automatically posts payments to your bank account	✓	✓
Access images to mail	✓	✓
Integrates with your PM system and workflow	✓	
Flags miscellaneous mail for your review	✓	
Designed for medical billing teams	✓	
Costs	Fixed fee	Fixed fee + check processing, data storage, and banking fees

Security and Compliance

Inbox Health is committed to the highest security and compliance standards in our approach to automating and modernizing the patient billing, support, and payment experience.

Inbox Health's security team adheres to an information security framework and policies based on: Health Information Trust Alliance (HITRUST) framework, AICPA Trust Criteria Security, Confidentiality, and Availability National Institute of Standards and Technology (NIST) Publication 800-53 Rev 3 (Recommended Security Controls for Federal Information Systems).

Inbox Health Certifications and Third-Party Attestations

Inbox Health engages external certifying bodies to ensure the policies, processes, and controls established and operated by Inbox Health meet or exceed applicable regulatory requirements and industry best practices.



Inbox Health is compliant with the U.S. Health Insurance Portability and Accountability Act (HIPAA), providing a secure environment to process, maintain, and store protected health information.



Inbox Health regularly performs self-assessments of the PCI DSS under the Payment Card Industry (PCI) for the handling of credit card information.



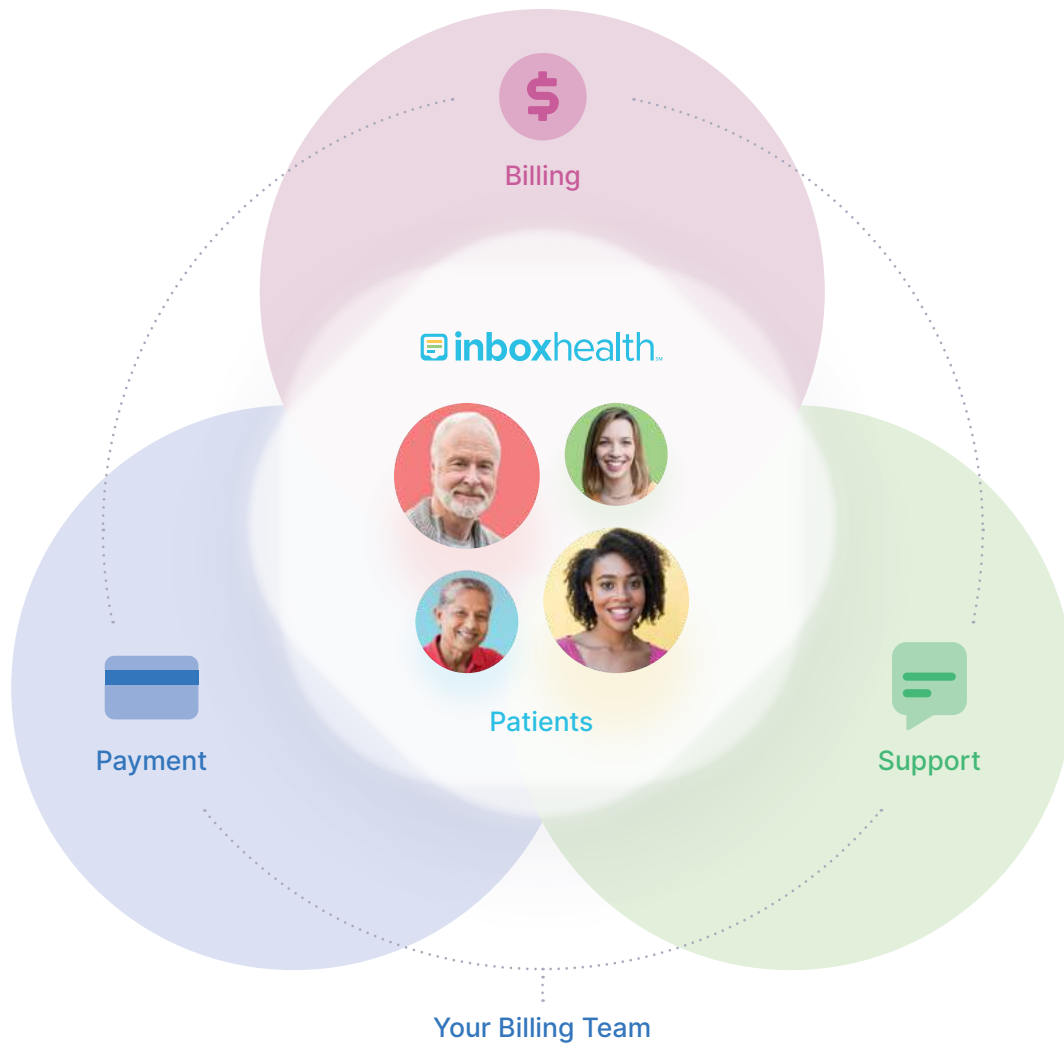
SOC 2 is a Service Organization Control (SOC) audit on how a cloud-based service provider handles sensitive information. It covers both the suitability of a company's controls and its operating effectiveness.



For cloud and data storage companies, having an independent assessment of their security safeguards is a cornerstone of trust, covering five total trust service principles (TSPs): security, availability, processing integrity, confidentiality, and privacy. As part of the assessment, a cloud-based vendor hosts independent inspectors, provides them with documentation of controls, and allows their systems to be sampled and tested.



Inbox Health is compliant with National Institute of Standards and Technology (NIST) Publication 800-53 Rev 3 (Recommended Security Controls for Federal Information Systems).



Capabilities

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.

- *eClinicalWorks*
- *AdvancedMD*
- *Kareo*
- *NextGen*
- *Medisoft*
- *Office Ally*
- *athenahealth*
- *Epic*
- *Veradigm*
- *Healthpac*
- *Cerner*
- *ChiroTouch*
- *CollaborateMD*
- *DrChrono*
- *Greenway Health*
- *Lyttec*
- *MedOffice*
- *ModMed*
- *Optum*
- *PtEverywhere*
- *Raintree*
- *SimplePractice*
- *TriZetto*
- *VertexDr*
- *WebPT*
- *and many more!*