

# INGENIX®

## Transaction Exchange—Providers Patient Payments Manager

### Executive Summary

Ingenix Patient Payments Manager automates patient billing and streamlines the receipt of patient payments. Implementing Patient Payments Manager can help:

- Improve collections from patients and increase patient satisfaction
- Reduce patient billing costs by providing patients with the ability to pay online
- Manage payment plans and simplify accounting of patient balances

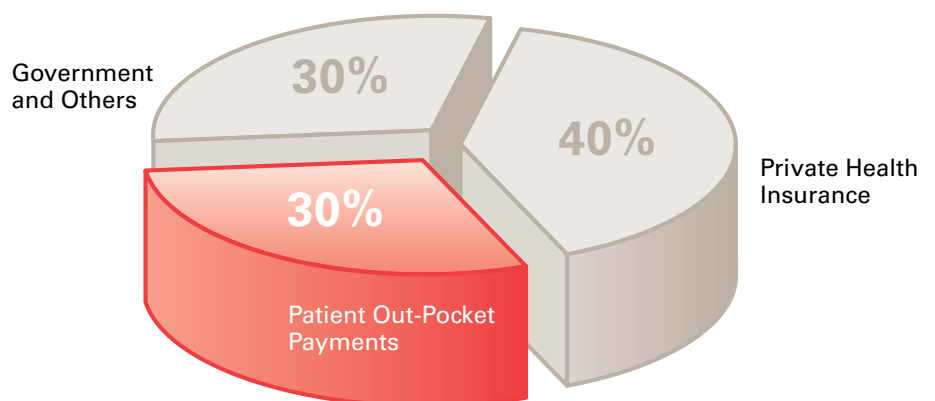
### Overview

Sources of health care provider revenues are shifting. Historically, insurance payments accounted for the majority of physician income. With new legislation recently passed in the U.S., there are now substantial benefits for consumers to invest in Health Savings Accounts (HSAs). As a result, more patients are choosing higher deductible health plans. For health care providers, this translates into less revenue from insurance companies and more payments from patients.

### Patient Statements and Patient Payments workflow

Patient statements and payments are vital to the revenue stream for most medical practices. Ingenix offers the latest in e-billing technologies: a combination of patient-friendly electronic statements and electronic payment capabilities. Automating these key business functions can help accelerate your revenue cycle and improve efficiency.

### Provider Revenue Sources



**Quickly produce professional, easy-to-understand patient statements**

**Faster statement delivery; on time, every time**

**Ability to view all mailed and suppressed statements online**

**Automatically suppress invalid addresses and forward to patient address changes**

**Timely and detailed reporting with each file submitted—showing erroneous addresses, address updates, and mailed statements**

### **Electronic patient statements**

With electronic patient statements, statements go out on time, every time, easily. Simply generate an electronic file, transmit it to us, and then monitor incoming payments. Implementing this system costs less than what is typically spent on postage and materials.

### **Online patient payments**

Our Patient Payments solution gives your patients the ability to conveniently pay their bill online and save a stamp. With this solution, you can collect check, debit, and credit card payments from patients at any office location with a PC and Internet connection. This enterprise-wide method of managing the collection of all outstanding patient balances—from co-payments to post-adjudicated balances owed—helps you to easily manage payment plans with patients and provides the tools to pre-authorize payments with patients in cases where the deductible has not yet been met. Finally, Patient Payments allows you to auto post payment detail into your accounting system, eliminating the time-consuming task of manual entry.

### **Patient Payments Manager combines Patient Statements and Patient Payments**

Patient Payments Manager consolidates all of the features and benefits of Patient Statements and Patient Payments and, when used in combination, can:

- Provide patients with ability to view and pay statements online
- Apply payments to open balances more quickly and view all open patient bills
- Improve workflow and get real-time reporting on all receipts from all of your office locations
- Automatically debit and suppress patient bills on preauthorized patient balances—statements that can actually pay themselves
- Remittance reporting that can automate the patient payment posting process

## **Key Features**

Ingenix Patient Payments Manager provides you with powerful administrative tools to improve patient collection, speed recovery of amounts owed, and reduce patient billing costs. This user-friendly tool streamlines processes vital to your revenue stream and helps:

- Improve collections
- Accelerate cash flow
- Reduce billing time and expense
- Improve workflow and real-time reporting
- Spend more time focusing on quality patient care and less time on administrative tasks

**Ingenix | Intelligence for Health Care | [www.ingenix.com](http://www.ingenix.com)**

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