

Increase Billing Success with Patient Statement, Print, and Mail Services

NextGen Patient Statement Services can help increase patient satisfaction, likelihood of payment, and practice revenue

Reduce the time and effort it takes your staff to print and mail statements to the absolute minimum. Complete the entire patient statement process in minutes.

NextGen® Patient Statement Services integrate directly with NextGen® Enterprise PM to communicate balances due. Improve your practice's professional image by offering a high quality, color patient statement complete with return envelope enclosed. Automate the process of generating and sending out:

- Patient statements and collection letters
- Recall cards and letters
- Communications on healthcare topics
- Announcements
- Patient surveys

In addition, NextGen Patient Statement Services reports on bad addresses and can implement address updates entered into NextGen® Enterprise PM.

Increase likelihood of payment

NextGen Patient Statement Services eliminates billing confusion and complexities. It communicates financial obligations to patients early in the revenue cycle. Further, **NextGen Patient Statement Services integrates with NextGen Pay powered by InstaMed** to make it easy for patients to pay when and where they want.

Make the billing experience easy

Integration with NextGen® Pay powered by InstaMed makes the billing experience as frictionless as possible for both your practice and the patient. Paper statements, eStatements, text messages, or email notifications can be used to direct the patient to the NextGen Pay powered by InstaMed portal to make payment. The patient can easily pay online using credit cards, Google Pay, Apple Pay, and other flexible payment options.



NextGen® Pay powered by InstaMed simplifies the patient payment workflow with:

- Statement notification via email (eStatements)
- A choice of billing and payment options, including printed statements, e-statements with links to online bill pay, and automated payment collections and payment plans
- Balance due reminder messaging
- Integrated credit card and eCheck processing
- Automated payment collection and posting
- Enhanced healthcare and payment information security
- 24/7 online e-check and credit card payments

When a patient makes a payment through NextGen Pay powered by InstaMed, notification is automatically sent to NextGen Enterprise PM and patient account balance reconciliation takes place automatically.

Use an automatic payment collection option

Before or during the patient visit, securely save patient payment information through NextGen Enterprise PM. Generate and send statements as you do today. If you use the automatic payment collection option, the patient will receive a notification informing them they will have a payment automatically debited from their account to fulfill their financial responsibility for the visit.

Customize statements according to your practice's needs

A user-friendly format for both paper statements and e-statements helps engage patients and ensure faster payment. With support from NextGen Healthcare, you can tailor patient communications to your practice's specific needs through:

- **Design:** Promote your practice's brand by incorporating your logo and visual identity into your billing statements. Select statement designs with distinct messaging based on accounts receivable. We can also provide graphic design services to enhance clarity and readability.
- **Messaging:** Add custom communications to billing statements—for example, marketing messages, vision or mission statements, financial policies, and guidelines for managing account balances.
- **Statement generation:** Automate data uploaded through integration with NextGen Enterprise PM. Save on labor, printing costs, and time by taking advantage of our printing and mailing services. Set the schedule with a simple click of a button; we do the rest.

Include a QR Code

Billing statements, letters, and cards can include a QR code—a two dimensional bar code that provides easy access to online information through the camera on the patient's cellphone or tablet. Use the QR code to direct patients to the payment portal.

Create more personal communications for greater patient loyalty

Take advantage of additional opportunities for outreach—appointment reminders, moving notifications, practice announcements, budget letters, recall letters, birthday greetings, and more—enhanced with your own logo and choice of images. Letters and cards are fully customizable and printed in full color. Templates are accessible directly from NextGen Enterprise PM.

NextGen Healthcare can take care of the printing, mailing, and processing. The result—**better communications and more time to focus on effective care.**

“We identified our patient statements as an area that needed improvement—our statements looked and felt antiquated. We turned to NextGen Healthcare and sent them a sample of what we wanted our statements to look like, and NextGen Healthcare delivered.

Our new statements are informative, clear, bright, friendly, and effective. The patient response to our new statements was immediate and positive. Patient payments increased by over 3% within the first three months. Plus, we have significantly reduced our returned mail.”

Sue Gillies

Vice President of Revenue Cycle Management
Crystal Run Healthcare

BETTER STARTS HERE.

Let's talk about your patient statement needs.

Contact us at 855-510-6398 or results@nextgen.com