



Patient Statements

Turn routine bills into customized communications that increase revenue and patient satisfaction

Bills are often the most direct contact providers like you have with patients after service. Unfortunately these statements are often overwhelming and difficult to read. It's time to transform your patient billing statements into understandable, customizable communications that help forge the strong patient relationships you need.

Our **Patient Statements** service helps you engage, educate, and empower patients. The flexible, patient-friendly layout of our statements combine hospital and physician billing into a single document, and allow you to add customized messages to patients.

Patient Statements is supported by a team of design experts who will customize your statements according to your patient needs. Predefined content can be easily updated without additional programming fees. More complex changes to your statement design, layout, and some other text-based changes, are billed on an hourly basis.

Whether you're sending a special message to Medicare recipients about open enrollment changes, or promoting wellness classes to patients in a select ZIP Code™, we can quickly turn around your special requests — often so they're live on your next statement run. Patient Statements is a simple way to transform your statements into a useful communication resource.

How we do it

- Experian Health statement tools allow us to change and target Statement content instantly without costly programming fees
- Sophisticated segmentation capability based on patient demographics and insurance type for personalizing messages
- Generate consolidated monthly statements with full-disclosure of all your patient's A/R information
- Patient-friendly statement templates with four-color printing
- National Change of Address (NCOALink®) to correct patient addresses
- Printing and collating under one roof eliminates the need to send statements to an outside presort house
- USPS inside production plant accepts mail immediately after production

What you get

- Generate new revenue from existing patients by adding targeted marketing messages
- Keep patients informed with educational industry updates
- Cut down confusion by presenting easy-to-understand billing information
- Boost patient satisfaction with simplified, personalized statements
- Increase website traffic by promoting patient-specific content
- Improve statement delivery time through streamlined production
- Reduce postage costs by taking advantage of ZIP Code discounts

Works well with


Patient Statements is available as a stand-alone solution or can be integrated with **Patient Self-Service**, our online patient portal solution.

Patient Statements


Ask about Patient Self-Service, our online business office solution for online billing

Present full disclosure of account information

Our design experts make predefined statement changes quickly and free of charge



720 Cool Springs Blvd.
Franklin, TN 37067

90 FP 1 B 1 1 A 10061 10061 **5 DGT

 MATT COLEMANN
 OPTIONAL INFORMATION
 SEND ADDRESS LINE 1
 SEND ADDRESS LINE 2
 1102 INVESTMENT BLVD.
 EL DORADO HILLS, CA 95672-5710



IMPORTANT MESSAGE

Thank you for choosing St. Hope Hospital.

Your Insurance company has paid their portion and the remaining portion of \$488.60 is your responsibility. Please pay this amount in full.

Please find below the Customer Service phone numbers for any questions you may have.

Customer Care: For Billing Questions?
 Phone: 1-888-661-5657
 Fax: 1-888-261-5631
 Email: businessoffice@sthopehospital.com

 **Pay Online:** www.sthopehospital.com
 **Pay by Phone:** 1-888-661-5657

ACCOUNT INSURANCE

Primary Insurance: Blue Cross 344A7777
 Secondary Insurance: None
Please Verify Insurance is correct!

ACCOUNT SUMMARY

Service Date(s): Mar. 7, 2011
 Service Type: Outpatient
 Statement Date: Mar. 17, 2011
 Patient Name: Matt Colemann
 Account Number: 7654321

Total Charges	\$ 1,854.00
Insurance Payments/Adj.	\$ 1,000.00
Insurance Pending	\$ 0.00
Patient Payments	\$ 365.40
Current Account Balance	\$ 488.60

SUMMARY OF SERVICES & CHARGES

Service Date(s): Mar. 7, 2011
 Location: St. Hope Hospital

Room Charges	\$ 500.00
Laboratory	\$ 300.00
X-Ray	\$ 200.00
Drugs	\$ 854.00
Total Charges	\$ 1,854.00


PREVENT THE FLU SYMPTOMS THIS SEASON

GET VACCINATED! FLU SHOTS \$25


Now available Monday thru Friday at all St. Hope Clinics from 9:00am to 6:00pm. No appointments needed. It's time to be prepared this season.

For additional ways of preventing the flu visit us online today at www.sthopehospital.com.

It's time to be prepared!



Please Note: Your physician will bill separately for their professional services. Enclose this payment stub with your payment.



720 Cool Springs Blvd.
Franklin, TN 37067

Patient Name	Account Number	Date Due
MATT COLEMANN	7654321	03/27/11

Amount Now Due	Amount I Am Paying
\$488.60	\$ <input style="width: 100px;" type="text"/>

Make check payable to St. Hope Hospital. Please write your account number on your check.

NEW ADDRESS

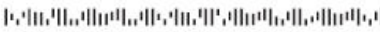
CITY _____ STATE _____ ZIP _____

INSURANCE COMPANY NAME AND ADDRESS _____

Account No. _____ Expiration Date _____

Signature X _____ PMC01

Check here if your address or insurance information has changed. Please indicate changes below or on the back of this page.



ST HOPE HOSPITAL
ADDRESS LINE 1
720 COOL SPRINGS BLVD
FRANKLIN, TN 37067

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Mockup #6 - Sample