

PBSI e-statement benefits

E-statements save money

- Cost of postage per statement
- Cost of statement
- Cost of envelope
- Cost of return envelope
- Cost of labor (500 statements)
(6 hours @ \$13.00 incl. fringes)
- Cost of printer supplies
- Cost of printer wear and tear
- Cost per electronic statement

| PBSI Electronic Statements | Estimated Paper Statements |
|----------------------------|----------------------------|
| 0.49 | 0.49 |
| - | 0.03 |
| - | 0.06 |
| - | 0.06 |
| - | 0.16 |
| - | - |
| - | - |
| 0.25* | - |

Savings per statement: 6¢

74¢

80¢

The patient sees:

- **No delay**—statements printed & mailed w/in 24 hrs.
- **Improved clarity**—due date calculated & highlighted
- **Easier to read**—new column layout reduces questions
- **Thank you message**—patient friendly billing
- **Improved image**—all statements are laser printed.
- **Reply envelope**—included for patient convenience.
- **Your practice logo**—statement is from you.
- **Custom messages**—change your message each month.

*1st page - 25¢; add'l pages - 16¢ ea.

(*74¢ may be lower based on statement volume)

E-statements = improved collections

- **Web access**—View statements on simple web site!
- **Statement customizing**—Custom logos, watermarks, inserts
- **Web Review & Edit**—Review & edit before mailing
- **Easier cycle billing**—Weekly cycle leads to better cash flow
- **Improve collections**—**No aging band** improves collections
- **Fewer phone calls to return**—Improves patient satisfaction
- **Address Forwarding**—Address corrections online by USPS (optional feature).

Practice receives report with corrected addresses to update registration information.

“Using PBSI e-statements makes life easier. The new statements are easier to read and it saves us so much time!”

—Linda Niesen, Bagamery, Brown, Joseph & Person M.D.s

| Statement Feature | Statements Printed In-house | New Statement Format |
|----------------------|--|--|
| Due Date | -Not printed – patient must surmise due date | <ul style="list-style-type: none"> • Due date calculated and printed. (n days from statement date – practice decides) |
| Special highlighting | -No special highlighting | <ul style="list-style-type: none"> • Due Date: yellow background to draw attention. • Pat Acct#: Lt. blue background to draw attention. • Please Pay: Red circle appears hand drawn • Post-it-note highlights custom practice message. |
| Amount columns | -1 column – Charges, Payments & Balances | <ul style="list-style-type: none"> • 4 columns – Charges, Pymts, Ins Bal, & Pat Bal. |
| Column totals | -No column totals | <ul style="list-style-type: none"> • Patient and insurance balance column totals. |
| Line spacing | -No extra space between lines | <ul style="list-style-type: none"> • Auto-insert blank lines between dated lines. |
| Column layout | -Includes columns that are rarely needed | <ul style="list-style-type: none"> • Rearranged & simplified columns to include only what patients want to know. • Added service "patient name" for family billing. |



Sign up through PBSI.

Up-front postage deposit fee is **WAIVED** for PBSI clients, and you can flag selected statements to be returned to the practice for your personal review (not mailed to patient).

Contact PBSI, Linda Behler, (800) 626-2306, lindab@pbsinet.com.



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