

# Improve your cash flow - maximise your income, minimise your admin

Patient Billing provide a fast, secure and convenient medical billing service for the private healthcare sector, including consultants, groups and hospitals.



FAST



SECURE



CONVENIENT

## Invoicing

We submit invoices to self-pay patients, insurers and embassies timely and accurately with a strict credit period and collection process

- Invoices to self-pay patients are issued electronically
- We process invoices to insurers via Healthcode's platform which enables validation before submission
- Shortfalls in payments made by insurers are easily identified so invoices for the shortfalls can be issued to patients faster

## Payment Collection

We ensure payments are collected quickly and efficiently

- Self-pay patients can make payments 24/7 via our website and automated phone lines
- Payments from insurers are received electronically via Healthcode's platform
- Our technology enables shortfalls in payments to be easily identified so they can be collected faster
- We employ an ethical debt collection process and use a variety of methods to collect any outstanding payments

## Data Access

Our unique app and online portal provide secure, easy, instant access 24/7

- Live status of the user's account
- Historical data from when the account was first opened
- General statistics
- Monthly status reports
- Ad hoc data for tax returns and custom reports
- Allows each consultant to submit data such as clinic lists, details for invoicing and insurance correspondence

## Additional Benefits

Our service includes the use of the following tools

- patientzone is an invoice payment platform designed specifically for private medical billing to allow patients to pay their invoices securely and easily via their mobile, email or over the phone using debit or credit card (usually costs 2.5% +VAT)
- ePractice Pro is practice management software (usually costs £41.99 per month)



## Why Choose Patient Billing?

- Improved cash flow from maximising clinical codes and maintaining the level of debt from payments due at less than 0.5%
- Improved collection rates as it's easy for patients to make payments 24/7 via our website and automated phone lines
- Faster payments from insurers as invoices are processed electronically, enabling validation before submission and ensuring a much higher percentage are accepted first time
- Timely and accurate invoicing

## Our Guiding Principles

We put the patient at the heart of everything we do, treating them with care and respect to make their journey easier, ensuring the optimum patient experience

We employ unique, state-of-the-art software designed specifically for our business to issue invoices and process online payments securely and efficiently

Our experienced team deliver personalised, appropriate, convenient and proactive customer service to each clinician ensuring an excellent customer experience

## Our Fees

We charge a small percentage fee of each payment collected

- Our fees are only payable once payment for an invoice has been received – if you don't get paid, we don't
- No fixed contract or monthly fees
- Includes the cost of card payments and cheque processing
- No additional charges for online payments or payments taken by phone
- Tax deductible

## Other Services

- Audit of existing aged-debt and collection of outstanding monies
- Review of fee schedules to ensure they are aligned with others

## Contact

For more information or a bespoke quote contact our Business Development Director, Rob Walker

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