

Patients want to pay online, *let them*

Give patients what they want—convenient, easy ways to pay their bills online

Nearly \$25 billion can be saved annually by further automating administrative transactions.¹ Is your practice ready to offer a more streamlined payment experience to capture revenue efficiently?

The following statistics highlight the urgency to improve how you bill patients.

HEALTHCARE IS NOT IMMUNE TO THE DEMAND FOR ONLINE CONVENIENCE

73% of consumers prefer to pay medical bills online.²



The gap between consumer expectations and reality

42%

of consumers would switch or already have switched providers for a better healthcare payments experience.²

79%

of consumers want to keep using virtual and self-service options for healthcare payments.²

The value of automation and self-service solutions

91%

of consumers pay recurring bills online.²

67%

of consumers want digital and electronic payment options, such as receiving eStatements and paying online.²

From 2019 to 2022

Patient payments volume through the online bank bill pay portals **increased by 437%**, growing by 75% on average each year.²

GIVE PATIENTS WHAT THEY WANT AND IMPROVE YOUR PRACTICE'S ABILITY TO COLLECT PAYMENTS



Open more payment channels, including paying online

Lower barriers to capture revenue and speed up collection with flexible, automatic payment options and plans, including a guest pay (no login needed) option.



Reduce billing costs

Offer e-statement enrollment or securely save payment information on file to automatically collect balances without printing and mailing a statement.



Simplify staff workflow

Eliminate the manual process with payment posting into the industry-leading NextGen[®] Enterprise PM system and use a single dashboard report across all payments for efficient reporting.



Enhance the patient experience

Leverage integration, communication, virtual care, and convenience.

BETTER STARTS HERE

Join the 900+ ambulatory practices across the United States who leverage NextGen Pay powered by InstaMed to achieve their goals. **Contact us at 855-510-6398 or results@nextgen.com.**

¹ CAQH, 2022 CAQH Index, January 2023 ² Trends in Healthcare Payments Annual Report: 2022, InstaMed, a J.P. Morgan Company

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