

# PBSI & POS - E-statements

## E-statements save money

	PBSI Electronic Statements	Estimated Paper Statements
• Cost of postage per statement	0.44	0.44
• Cost of statement	-	0.03
• Cost of envelope	-	0.06
• Cost of return envelope	-	0.06
• Cost of labor (500 statements) (6 hours @ \$13.00 incl. fringes)	-	0.16
• Cost of printer supplies	-	-
• Cost of printer wear and tear	-	-
• Cost per electronic statement	0.25*	-

## 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 - 15¢ ea.

**Savings per statement: 6¢                      69¢                      75¢**      (\*69¢ may be lower with high statement volume)

## E-statements = improved collections

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

*“We have achieved a reduction in patient statements of approximately 300+ fewer statements per month. Our revenue from personal patient payments increased \$8,000 for the year in contrast to the previous year. Overall, patient payments collected has increased through the use of e-statements.”*  
 –Elaine Sutton, Pulmonary Medicine of Dayton

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

*“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

## Sign up through PBSI or through POS.

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.



**PBSI—Positive Business Solutions, Inc.**

11880 Kemper Springs Dr.      Cincinnati, OH 45240      (800)626-2306      www.pbsinet.com