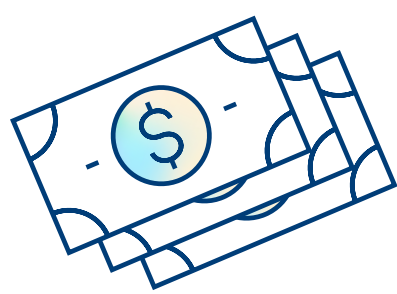


Simplify Patient Payments With Convenient, Easy-to-Use Software

Patients are carrying more of the cost of care than ever before, and as experienced consumers, they expect clear bills, flexible payment options, and faster ways to pay – the same simplicity they get with retail purchases or streaming services. The right solution keeps revenue flowing while satisfying the needs of both patients and providers.



\$505.7 billion

Out-of-pocket spending reached \$505.7 billion in 2023, or 10% of national health expenditure.¹

Deliver the Convenience Patients Expect



Flexible ways to pay

Patients want choice. Accept cards, contactless payments, checks, and digital wallets. The more convenient the method, the easier it is to pay.



Automatic recurring payments

Let patients keep a card on file or set automatic payments for big balances. Predictable for them, reliable for you.



Customized payment plans

Help patients fit bills into their budget with flexible plans spread over time. Clear, upfront options reduce stress and missed payments.

4 Ways To Stop Chasing Patient Payments



Anticipate patient responsibility

Check eligibility early to provide estimates for patients that reduce confusion, help them prepare, and prevent billing disputes.



Collect payments at check-in

Capture co-pays and past-due balances before the visit. Less follow-up, more revenue collected on time.



Create predictable cash flow

Recurring and scheduled payment plans provide steady revenue you can count on.



Increase collection rates

Flexible options and automation mean bills get paid without staff chasing them down.



243%

Use of eStatements for patient collections jumped 243% from 2016 to 2024.² Unsurprisingly, patients are moving to digital payments in droves, are you meeting them there?

Having The Right Patient Payments Software Matters

Clunky patient payment processes drain staff time and frustrate patients. Smarter software turns billing into a smoother experience for everyone.

With Inovalon's Patient Payment Management™ and Patient Statement Management™ you can:



Expand payment options to increase collections

Collect at the point of care, online, or after hours. Flexibility for patients enables faster, more accurate reimbursements.



Provide clear, digital billing statements

Automate delivery and reminders to speed up billing cycles, reduce confusion, and lower days in accounts receivable.



Improve financial performance

Smarter collections with eStatements increase revenue, cut billing costs by 75%,³ reduce bad debt, and free up resources tied to billing.



Boost staff productivity and satisfaction

Eliminate repetitive manual tasks so your staff can focus on more value-add activities instead of endless calls chasing patient payments.

Give Patients Convenience, Earn Steady Revenue

Give patients simple, flexible ways to pay while improving your team's workflow. With Inovalon's solutions, expand payment options, shorten billing cycles, reduce costs, and free up staff time.

Stop Chasing Payments



1. "NHE Fact Sheet," National Health Expenditure, Centers for Medicare and Medicaid Services, accessed August 20, 2025, <https://www.cms.gov/data-research/statistics-trends-and-reports/national-health-expenditure-data/nhe-fact-sheet>
2. "Trends in Healthcare Payments report reveals patient collections are primary revenue concern for providers," J.P. Morgan, May 21, 2025, <https://www.jpmorgan.com/payments/newsroom/healthcare-payments-trends-report-2025>
3. Inovalon Price Book 2024