

Why an Outdated Patient Statements Process Costs You More Than Just Revenue

Patients are paying more out-of-pocket – and collecting from them has never been more important. As self-pay grows, so does the strain on staff, systems, and cash flow. To stay ahead, providers need a faster, clearer, more patient-friendly way to collect.

133%

Patient collections is a top revenue concern for providers, **increasing 133% from 2011 to 2024**.¹

71%

Nearly three-quarters of **providers** report that it takes more than 30 days to collect payments after a patient encounter.¹

85%

The vast majority of **patients** said they had received a medical bill with confusing or questionable charges.²

Implementing simple, cost-effective patient statement software helps providers:

- Get paid faster by delivering statements quickly with priority mailing.
- Move quickly by submitting multiple files a day regardless of format or billing system.
- Cut costs by consolidating vendors and reducing outsourcing expenses.
- Free up their team with faster processing and fewer manual steps.
- Build patient trust with bills that look clean, feel familiar, and carry their brand in flexible formats.

The Patient's Perspective

Today's patients expect the same clarity and convenience from their healthcare bills as they do from retail and banking – and they may choose to go elsewhere if they don't get it.

Outdated billing experiences cost more than short-term revenue; they jeopardize patient loyalty and years of earning potential.

45%

Nearly half of patients have missed or forgotten to pay a medical bill due to poor communication with their provider's office.³

72%

Nearly three-quarters of consumers under the age of 35 have switched providers, or are willing to do so, for a better healthcare payment experience.¹

62%

Nearly two-thirds of consumers prefer to pay their medical bills online.¹

33%

Millennials lead the way in digital adoption, comprising 33% of patients who pay bills by text-to-pay and 30% who store their card on file with their provider.⁴

243%

eStatements as the primary method for patient collections increased 243% from 2016 to 2024.¹

Inovalon's Patient Statement Management™ Brings Billing Into Focus



Easy-to-understand statements

Use clear language and visuals that make it easy to know what's owed and why.



Preferred delivery

Reach patients their way via text, email, or print.



Smarter follow-up

Track engagement with statements so you know who opened, clicked, and paid.



Fewer disputes

Reduce confusion with real-time balance info synced across systems.



Less work for staff

Say goodbye to printing, stuffing, and mailing as you automate the entire statement workflow.



Faster collections

Make it easy for patients to take action quickly, with no logins or hoops to jump through.

Inovalon's Patient Payment Management™ Makes Paying Simple



Pay-anywhere convenience

Let patients pay from their phone, tablet, or desktop with 24/7 access to a secure billing portal.



Flexible payment plans

Break down bills into bite-sized chunks so patients are more likely and faster to pay.



Self-serve options

Put patients in control with tools that reduce calls and reduce your team's work.



Fewer surprises

Show real-time balances and payment status, so patients always know what they owe.



Less chasing, more collecting

Automate reminders and follow-ups so your team isn't stuck doing it manually.



Faster cash flow

Speed up collections without friction to reduce aging A/R and boost your bottom line.

Make Every Bill Easier to Understand and Pay

Ready to spend less time chasing payments – and more time collecting them?

[Request a Demo](#)

1. "15th Annual Trends in Healthcare Payments Report Released," J.P. Morgan, May 21, 2025, <https://www.jpmorgan.com/payments/newsroom/healthcare-payments-trends-report-2025>

2. "2024-25 Healthcare Experiences Survey," New York State, March 2025, https://nyassembly.gov/write/upload/member_files/095/pdfs/20250310_0113265.pdf

3. "Many patients want more streamlined texting experience with their providers, survey finds," MemorialCare Innovation Fund, January 3, 2024, <https://memorialcareinnovationfund.com/many-patients-want-more-streamlined-texting-experience-with-their-providers-survey-finds/>

4. "2024 Healthcare Payments Insight Report," U.S. Bank, December 2024, <https://www.usbank.com/dam/documents/pdf/corporate-and-commercial-banking/health-care-payments-report-USB.pdf>.