

Call Center and Patient Statement Services Help Save Costs and Enhance Efficiency

Ease the burden on your staff and increase patient satisfaction

Customer service issues create real business risks for medical practices. For example, if front desk staff are bombarded with telephone calls from patients with questions about medical bills, it can lead to:

- Increased wait times on the phone or in the waiting room
- Increased stress and tension—which other patients can sense quickly

Poor customer service harms the overall experience of a visit to your practice and heightens the risk patients will seek care elsewhere. In contrast, good customer service can help improve your practice's reputation and financial well-being.

Highlights

Inbound patient call center

- Dedicated phone line with a custom greeting for your patients
- Live agents to answer questions about statements and bills (Monday–Friday, 8 am to 8 pm ET / 5 am to 5 pm PT)
- 24/7 Automated account balance information and payment processing via IVR
- Call routing back to your practice when needed; for example, to set up an appointment

Patient statement optimization and processing

- Configuration of your patient statements to maximize effectiveness
- Printing and preparation for mail delivery by NextGen® EDI
- Includes set up of jobs using NextGen® Background Business Processor and file monitoring

That's why NextGen Healthcare is offering new call center services

Although more options are now available for communication between healthcare practices and patients, such as secure email via a patient portal, the telephone is still among the most preferred channels for patients that have questions. This is especially true regarding questions about medical bills and statements.

Complexities of statements and medical bills are another cause of patient dissatisfaction. To address this challenge, **new patient statement services are available as well.**

Call center services

By handling large numbers of patient queries about statements and bills, these services alleviate a significant burden on your front desk staff.

NextGen Healthcare's call center offers:

- A **dedicated phone line** for your practice with a custom greeting
- **Live agents** to answer questions about statements, review explanation of benefits (EOBs), and process payments
- 24/7 Automated account balance information via **interactive voice response (IVR)**—patients can get answers to simple balance inquiries quickly and easily
- 24/7 Automated payment processing via IVR Patient—many patients prefer paying through an automated system rather than a live representative
- The ability to transfer patient calls back to your medical practice when appropriate; for example, when the caller requests an appointment

Live agents are available from 8 am to 8 pm ET (5 am to 5 pm PT) Monday thru Friday, excluding national holidays. Note that service is for answering incoming calls—agents do not make outbound calls.

In addition, agents can update insurance information and other demographic data, correct claims, and put them back into the queue for resubmission to payers. This lowers staff time and costs related to the need to review and correct erroneous claims.

Options for patients

NextGen Healthcare's call center gives your patients service options. They can:

- Schedule an automated callback
- Obtain service in Spanish
- Participate in a customer satisfaction survey at the end of the call

Patient statement services

NextGen Healthcare now offers statement processing services.

Automated printing and preparation for mail delivery

Reduce the time, labor, and costs of sending out statements. Services include programming the NextGen Background Business Processor (an application that automates processes within NextGen® Enterprise PM) to print your statements using electronic data interchange (EDI) technology.

Statements are printed in high-quality color and prepared for mail delivery, complete with a return envelope enclosed. Processing can be scheduled for a time convenient for your practice, such as during nighttime hours and set up to run on a continuous, automatic cycle.

Statement optimization

In addition to overseeing your practice's processes for sending out patient statements, our experts will configure your practice's patient statements for maximum effectiveness. NextGen Healthcare will:

- Customize several sections of the statement based on your practice, specialty, and preferences for patient messaging
- Add your medical practice's logo and web address, per your request
- List available payment options, such as web, IVR, and mail-in payment
- Exclude the option of mailing in credit card payments is excluded, to meet payment card industry (PCI) compliance requirements

Optimizing the configuration of your patient statements helps ensure regulatory compliance and reduces the risk of unpaid patient balances.

Next steps

Our mission is to help you streamline operations and achieve better financial outcomes. NextGen Healthcare offers many options to support effective practice management and medical billing. If your medical practice already uses NextGen® solutions, reach out to your account manager. You can also contact NextGen Healthcare at 855-510-6398 or results@nextgen.com.

BETTER STARTS HERE.

Contact us at **855-510-6398** or email results@nextgen.com

1 Gartner Says Only 9% of Customers Report Solving Their Issues Completely via Self-Service." Gartner Newsroom Press Release, September 25, 2019. <https://www.gartner.com/en/newsroom/press-releases/2019-09-25-gartner-says-only-9--of-customers-report-solving-their>

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