

# Patient Statements



## Key Features

- o Eliminate preparation costs and the hassle of mailing patient statements
- o Suppress invalid addresses automatically
- o Receive notification of patient address changes automatically
- o Receive timely and detailed reports after file submission

For more information, call 800.341.6141 or visit [www.ENShealth.com](http://www.ENShealth.com).

ENS, Inc., an INGENIX company  
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an INGENIX company

## Free up staff time by transforming Patient Statement processing to a fast, efficient electronic process

**E**NS Patient Statement Outsourcing is an exciting time-saving and cost-effective service designed to reduce your monthly administrative overhead. This service enables you to outsource essential billing functions of patient statements. ENS will cleanse and update addresses, print, insert, stamp, mail, and report back to you—while you retain complete control.

### Patient Statement Outsourcing Process

Send statements via  
ENShealth.com.



Receive email file  
acknowledgement within seconds.



USPS FASTforward™, CASS  
certification, and invalid address  
reports emailed within 4 hours.



Statements printed and mailed  
immediately.

## Features and Benefits

- Consistent and professional quality stock color statements and envelopes
- Speeds up payment and mail delivery for improved cash flow
- Receive detailed email reports of statement processing within four hours
- Invalid addresses automatically suppressed and reported to you
- FASTforward™\* service provides updated patient addresses and automatically corrects your statements by mailing to the new address
- Elimination of statement forms and envelope inventory
- Flexibility, including customized statement options

\* FASTforward™ is a trademark of the United States Postal Service.



# Patient Statements (continued)

## Patient Statement Benefits

- Postal address cleansing with USPS FASTforward™ service provides daily access to the USPS Change of Address database
- Addresses automatically updated before mailing and updates sent to you via email at no charge
- Electronic "Invalid Address" Suppression provided at no extra charge
- Highly competitive statement rates, including color statement, double-window mailing envelopes, return envelopes, and first-class postage
- Eliminate unnecessary patient statement processing expenses and postal charges
- Delimited report data for software integration

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ENS File Processing Detail Report ABC Clinic 10/01/04		
File Name: ZMB03174_ENSstmt100.TXT	File Size: 4393561	
Date Imported: 07/26/04	Records Imported: 434	
<b>1a. USPS FASTforward(sm) processing - "Move Update" Addresses</b>		
Account# Move Date	Send to name	Original address "Move Update" Address
25474 200408	John Smith	1234 Main Street Indianapolis IN 46218-1051 1336 Cartwright Ln. Lawrenceville GA 30045-7057
<b>1b. USPS FASTforward(sm) processing - "Suppressed" Addresses</b>		
Account# Move Date	Send to name	Original address Suppression Explanation
123456 200407	Joe Smith	24742 Main Lake Forest CA 92630 No Forwarding Address
<b>2a. CASS Certification processing - "Non-standardizable" Addresses</b>		
Account#	Send to name	Original address Non-standardization Explanation
14444	Mary Smith	451 South Beach Rd. Beach FL 33442 Street name not found in directory.
<b>2b. CASS Certification processing - "Invalid" Addressees</b>		
Account#	Send to name	Original address Invalid address error
14444	Vivan Smith	2547 Lexington Drive, 8058 No city and bad ZIP/postal code.
<b>3. Global Suppression(sm) processing - "Invalid" Addresses</b>		
Account#	Send to name	Original address IXT Global Suppression error
25474	John Doe	24742 Main Lane Lake Forest CA 92630 contains bad phrase

Receive accurate and concise reports via email within  
four hours of sending your statement file.

