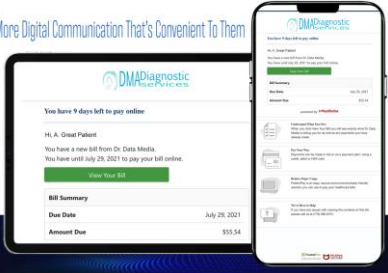




# Our eDelivery Solution will Drive Faster Patient Payments.

ACROSS ALL DEMOGRAPHICS Patients Expect More Digital Communication That's Convenient To Them

By Starting Your Patient Statement Delivery Process With Text & eMail You Will Maximize Patient Engagement Accelerate Response Rates & Drive Faster Patient Payments



When ebix clients choose to utilize this new service ebix, Inc. is offering, it has the potential for:

- Saving on current credit card fees.
- Higher rates of collections from self-pay patients and patient responsibilities.
- Ability to pay a balance 24/7
- Ability to utilize an automated teller 24/7
- Ability to store a credit card on file, and create customized payment arrangements.

## PATIENTS EXPECT MORE DIGITAL COMMUNICATION THAT'S CONVENIENT TO THEM.

As patient balance is increasing with higher com pays and deductibles, ebix, Inc. has partnered with a new entity to offer additional services for, our clients. The goal of this new service is to reduce the current fees you are paying on your credit card transactions and provide the ability to collect more dollars from patients who continue to have higher and more financial responsibilities.

The ebix team is excited to announce our new partnership with Data Media Associates (DMA) and WorldPay Merchant Service Vendor. Together, they will help us offer a new process for patient statements and new options for patients to pay their bills. Using these services, your patients will no longer need to phone or mail in their credit card payments. They will be able to pay online or by phone, 24/7. Payment plans made under this arrangement can be auto drawn using a card on file. Patients on a payment plan will no longer need to process their card payment manually every month.

In addition to utilizing the payment portal, patients also have the option of calling the telephone service line to pay or contacting our reception team at ebix. Both telephone lines will be available on the statement once received by the patient. See sample statement image:

Through our partnership with DMA and WorldPay merchant services, we are able to improve collections by offering multiple pay options.

PATIENT: A. Great Patient  
ACCOUNT: 01-01-123456  
STATEMENT DATE: 05/06/2021

**BILL SUMMARY**

**Total Payment Due**  
Your balance due is:  
**\$282.00**

**Payment Due By:**  
**06/05/2021**

Mobile Pay: Scan for mobile payment  
Pay Online: visit: dma.us/paymentline  
Code ID: DMADIAG01, Access #: 55555-1-1  
Pay By Phone: Call 844-858-4362 (24 Hours a Day)  
Group ID#: 12345678-9 Pin#: 123456  
Pay By Mail: Send in your check along with the payment coupon below.

Have questions or need to setup a payment plan? Call 770-475-4464 Mon-Fri 8:00 am - 5:00 pm

DATE	CPT - SERVICE DESCRIPTION	CHARGES	PAYMENTS	ADJUSTMENTS	PATIENT BALANCE
04/28/21	73110 - Radiologic examination, wrist, complete, minimum o Location of Service: DMA Diagnostic Services	\$94.00			\$94.00
04/28/21	73590 - Radiologic examination; tibia and fibula, 2 views Location of Service: DMA Diagnostic Services	\$94.00			\$94.00
04/30/21	73590 - Radiologic examination; tibia and fibula, 2 views Location of Service: DMA Diagnostic Services	\$94.00			\$94.00
		<b>Total Due:</b>			<b>\$282.00</b>

DETACH HERE AND RETURN THE BOTTOM PORTION WITH YOUR PAYMENT USING THE ENCLOSED ENVELOPE

Has your personal or insurance information changed?  
Please check this box and indicate any changes on the reverse side.

**(1) THIS IS YOUR FINAL NOTICE**  
Your account has balances that are past due. This is our final attempt to collect this debt before your account is placed with a collection agency. Please remit payment in full. If you have concerns about paying your balance, please contact us to discuss available discounts and payment options Monday-Friday, 8 AM - 5 PM EST. at (770) 475-4464. Thank you for choosing DMA Diagnostic Services.

STATEMENT DATE	ACCOUNT	PAY THIS AMOUNT	AMOUNT PAID
05/06/2021	01-01-123456	\$282.00	

0000000000C309220500000119009

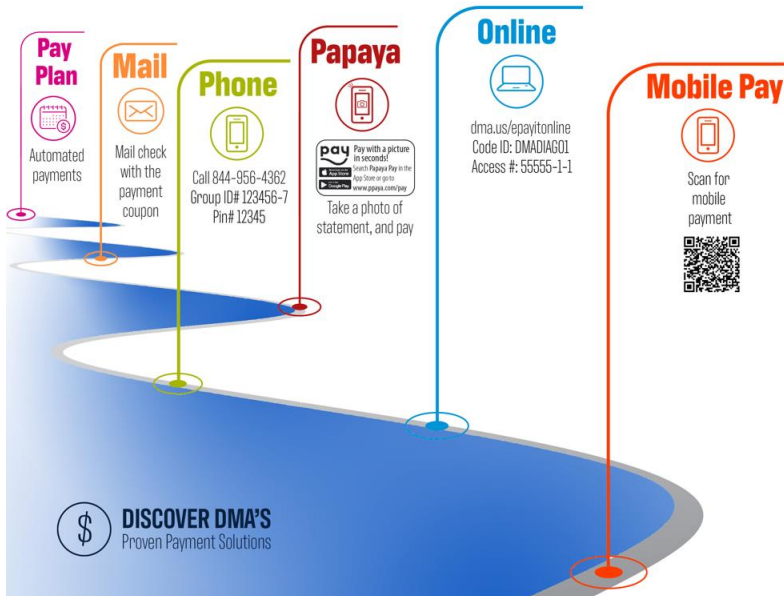
00001

MAKE CHECK PAYABLE AND REMIT TO:  
DMA Diagnostic Services  
PO Box 2305  
Alpharetta GA 30023-2305

A Great Patient  
1234 Street Address  
City, State, ZIP-1234

# KEY DIFFERENTIATORS

## Increase Payments at a Faster Rate.



### IMPROVE COLLECTIONS BY OFFERING MULTIPLE PAY OPTIONS.

Additionally, with this new partnership, we are working towards optionally notifying patients of new statements by text or email. This has proven to maximize patient engagement, accelerate response rates, and drive faster patient payments. This dynamic hybrid delivery channel utilizes a calculated rotation of E-mail, Text and paper statements to your patients. eDelivery ensures the highest level of secure cross-channel patient interactions and drives increased payments at a faster rate with lower costs.

By providing a simplified format and automated eDelivery and reminder notification process, we will be able to reduce the adjudication timeline to payment.

### SEAMLESS EXPERIENCE FROM STATEMENT DELIVERY TO PATIENT PAYMENT SOLUTIONS.

To take advantage of these new features, it's required that you sign up for merchant services with WorldPay. If you have an existing merchant services agreement and you have processes or terminals that you are using in your office, we'd encourage you to add this service and run it in addition to your current vendor. If you have merchant services and ebix does all of your processing, we would suggest signing up with WorldPay and once that is running, canceling your existing vendor. We were able to negotiate excellent group rates and we think WorldPay can match or beat your existing merchant service fees, all while providing more avenues for your patients to pay.

### Enhanced eDelivery

A seamless experience from statement delivery to patient payment solutions.



*Note: Any fees associated with Email, Text, and hardcopy statements, are included under your contract with ebix. All merchant service fees will be billed directly to the practice from WorldPay.*



**ebix, Inc.**

6400 Industrial Loop

p: 414.423.4100  
Greendale, WI 53129

f: 414.423.4134