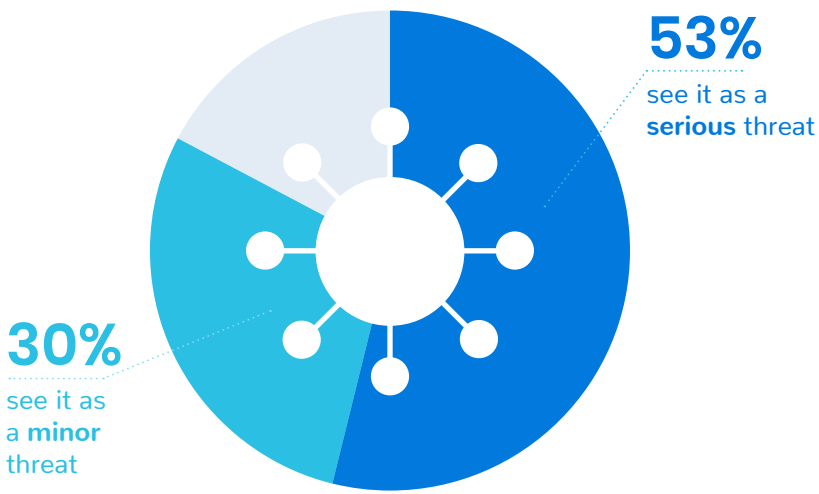


The Impact Of Covid-19 on Medical Billers

How the pandemic has affected medical billing



83%

of medical billers have witnessed a **drop in the frequency** of patient interactions



as patients postponed elective procedures and canceled routine visits

83% of medical billers view **COVID-19** as a **threat** to medical billing

Medical billers that focus on **mental health** saw it as the least of a threat, or no threat at all

46% have experienced **practice closures** of some kind



8%

less than **10%** of my practices have closed

21%

10%-24% of my practices have closed

13%

25%-50% of my practices have closed

5%

more than **50%** of my practices have closed

Naturally, this lack of patient volume has led to decreased collections across most medical specialties

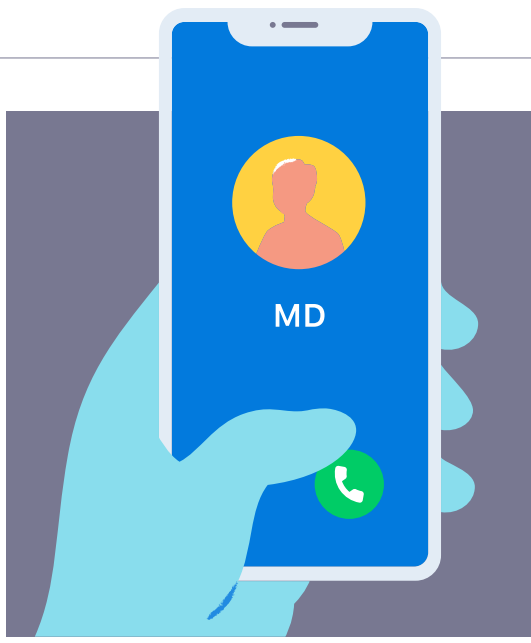


78%

of medical billers experienced a **drop in patient collections** due to the pandemic

Medical billers that support **internal medicine and surgery** saw the **most significant drop** which correlates directly with the drop in routine care and elective procedures

How Medical Billers are Responding



Telehealth is now mainstream

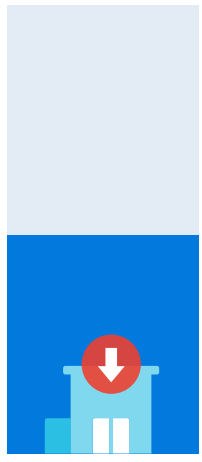
86%

of medical billers are **increasing their telehealth support**, and most view it as a bigger part of their business once the pandemic calms

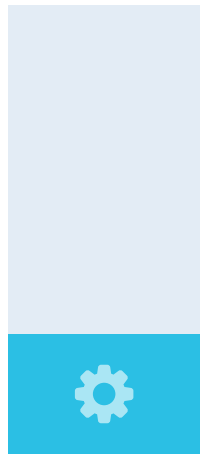


Medical billers that support **mental health** have acted the **quickest**

Improving operational efficiency is now even more important for all medical billers



48% plan to or have **reduced overhead**



35% plan to or have begun to **automate processes and workflows**

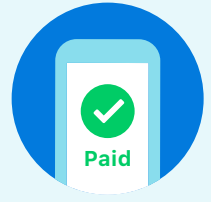
Medical billers are now more focused on the **patient experience** than ever before as patient habits have shifted



30% creating **new patient payment plans**



27% **better engaging** with patients throughout the billing cycle



27% implementing **new remote payment options**



21% initiating **automated text messaging** around bills



21% using **mass messaging technology** to communicate changes to patients

Summary

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The coronavirus pandemic has acted as the catalyst for technological change within the medical billing community.

Telehealth support, automated workflows and patient billing engagement are must-haves to effectively support struggling practices and collect on bills during the pandemic. They are also forecasted to remain a key foundation for growth for any medical biller post-COVID-19.

Read more about this survey [here](#)

Reach out to Inbox Health today to learn more about how medical billers are engaging with patients, and improving team collaboration and workflows during COVID-19.

