

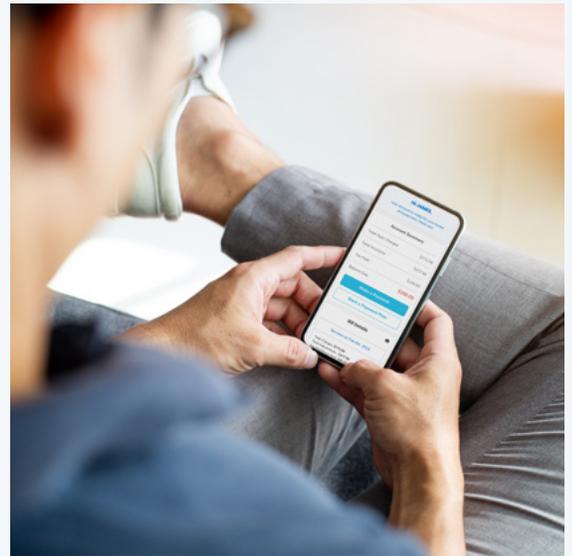
Case Study / Precise Practice Management

# Precise Practice Management Commits to Fully Digital Patient Billing

Erin Rockett, President of Precise Practice Management, views the patient billing portion of her business as an extension of the care received in a provider’s office. She prioritizes ensuring patients feel heard and understand their medical bills, which are driving reasons why she uses Inbox Health to support patient billing operations. Since Precise Practice Management started using the Inbox Health platform to automate patient billing, she’s seen an increase in collection speeds and revenue, reduction in phone call volume, and improved patient satisfaction.

Prior to using Inbox Health, the patient billing process consisted of manual statement review every 30 to 45 days and relied solely on paper statements. Between paper and printing costs and processing times, her team was spending a lot of time – sometimes more than eight hours to process a single practice – doing something that was not bringing a good enough return on investment for the work. One of the most common questions she received from patients was, “Why can’t I pay online?”

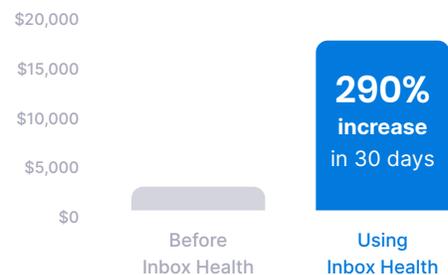
“I realized I was wasting a lot of time and resources. After doing a cost and time analysis, implementing Inbox Health was a no brainer,” Erin says.



## Results with Inbox Health

-  **70%** reduction in phone call volume
-  **99.5%** of patients are billed digitally
-  **76.3%** email open rate

### Total collections in 30 days from one mental health provider:





**ABC Therapists**

Your statement is ready for review.

1



Today, using Inbox Health, billing cycles are automatically triggered weekly through text and email statements. Her team opted to remove paper statements completely unless requested by a patient. Since statements are sent frequently, clients see money coming through daily.

Many of Precise Practice Management's clients are mental health providers. In 2020, providers shifted to telehealth, which created a barrier for patient collections since in-office payments were no longer an option. **With the switch to digital statement and payment options, one client saw a 290% increase in collections during the first month of using Inbox Health, many of which consisted of patient A/R greater than 90 days. Prior to using Inbox Health, her client had a 35% collection rate, and with Inbox Health, the collection rate is steadily 85%.**

Clients are satisfied by the increase in collections and also the service Precise Practice Management provides for patients. With Inbox Health, digital support through text, email, and chat is a large component of high-quality service.

**"It's a benefit to communicate with patients digitally," Erin says. "Most inquiries are billing related, and digital support makes it easy for me to communicate through a secure channel and provide documentation when requested."**

Overall, **Inbox Health has reduced phone call volume by 70%**. She attributes the reduction to both digital support options and fewer patient inquiries overall because the patient billing process is easier to understand with Inbox Health.

Inbox Health has allowed her to reallocate time to more important tasks. Erin is able to focus her time on employee training and skill development while feeling confident patient billing is working in the background.

As Precise Practice Management looks toward the future, Inbox Health is a competitive advantage that increases her credibility with clients and prospective clients.

**"Patients want digital billing," Erin says. "Inbox Health is an efficient solution for managing patient collections."**

### About Erin:

**Name:** Erin Rockett

**Role:** President

**Company:** Precise Practice Management

**Location:** Hudson Valley, NY

[precisepm.org](https://www.precisepm.org)

