

A Powerful Payment Solution for Mental Health Providers

Mid-Michigan Medical Management specializes in billing for mental health providers. When its patient statements vendor closed its doors in April 2022, President Mary Beth Houpt needed a solution – fast.

After doing research, Mary Beth made the decision to use Inbox Health to manage patient billing and immediately onboarded all 261 of her mental health practices. Since most of her clients are social workers, many prefer not to handle payment at the time of service to avoid interfering with the therapeutic process. Mary Beth was attracted to Inbox Health because statements are sent immediately following the visit, respecting her clients preferences while collecting payments in a timely manner.

“With Inbox Health, my clients are more proactive in collecting money,” Mary Beth said. “It opened their eyes to the possibility [of increasing patient collections while running a successful practice.]”

The response has been overwhelmingly positive from her practices. Initially, a few providers were hesitant, but any doubts were dispelled by the immediate results and increase in revenue. Now, payments are made in a matter of days, and there is significant reduction in the number of paper statements sent. Many of her providers have fully embraced digital payments, opting to turn off paper statements altogether – a move Mary Beth believes is the way of the future.

“Everything is online, and eventually [digital payments] will be the only option,” Mary Beth said. “Either you change the way you’re doing things, or you’re going to be left in the dust.”

In addition to improving patient collections, a surprise benefit that has had a significant impact is the ability to offer support through live chat, text, and email. Empathetic and timely communication are very important to mental health practices, and being able to respond quickly through Inbox Health’s platform has made it easier to address concerns and resolve issues with patients. Simultaneously, by adding messaging to her support tools, Mary Beth has seen a reduction in phone calls.

Mid-Michigan Medical Management has been in business for 25 years. Mary Beth’s clients trust her to make billing decisions with their best interests in mind. She can confidently say Inbox Health is a great decision for her practices.

About Mary Beth:

Name: Mary Beth Houpt

Role: President

Company: Mid-Michigan Medical Management


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Results with Inbox Health in 21 days:

 **8 days** Average days until payment is made once a bill has been sent from Inbox Health’s platform.

 **62%** of patients paid digitally, reducing costs on paper and postage.

 **\$200,293** in total patient collections.

 **99%** of patients opted to continue to receive bills digitally.