

TRENDS in Healthcare Payments

Ninth Annual Report: 2018



93%

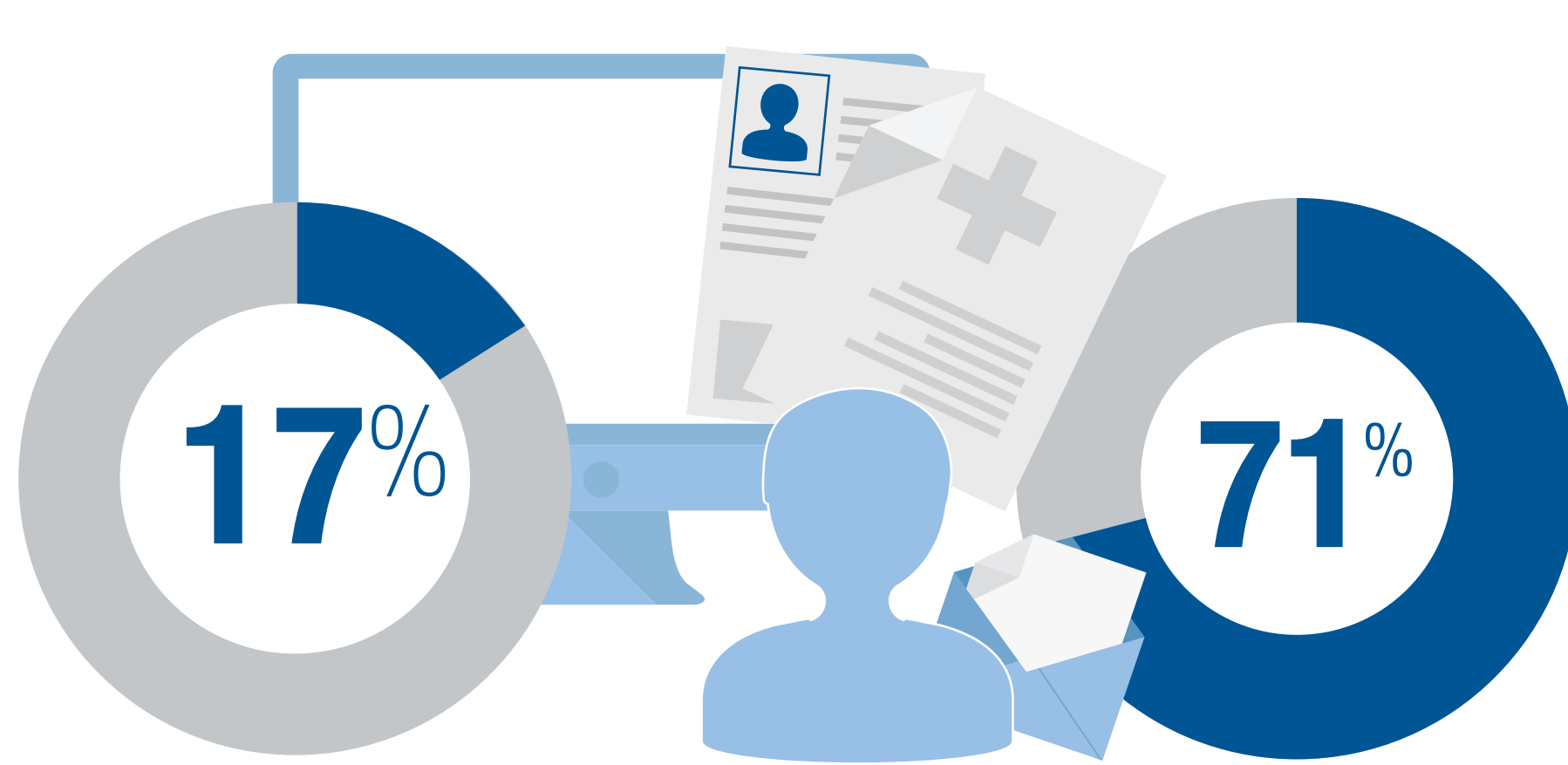
of consumers were surprised by their medical bill in 2018

Healthcare's Blind Spot: Consumer Experience



70% of consumers are confused by **medical bills**

71% of consumers are confused by **EOBs**



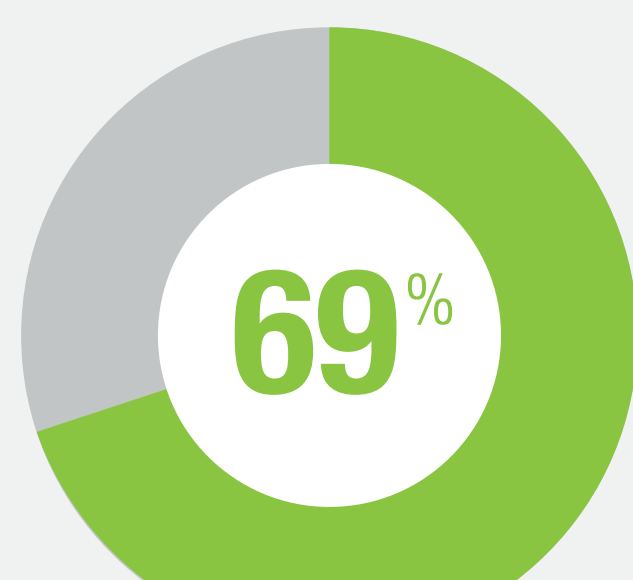
17% of consumers receive medical bills **electronically**

71% of consumers **want eStatements** from providers

90%

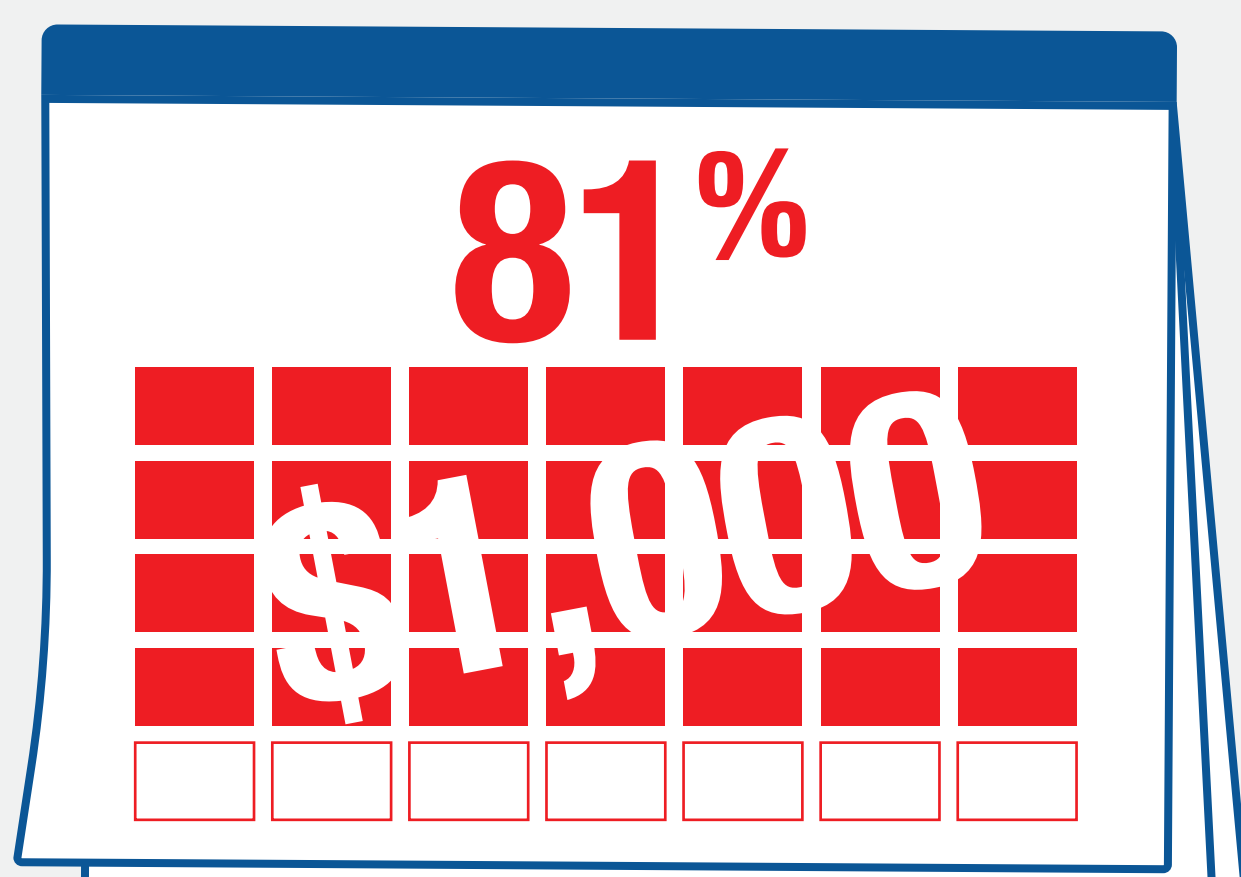
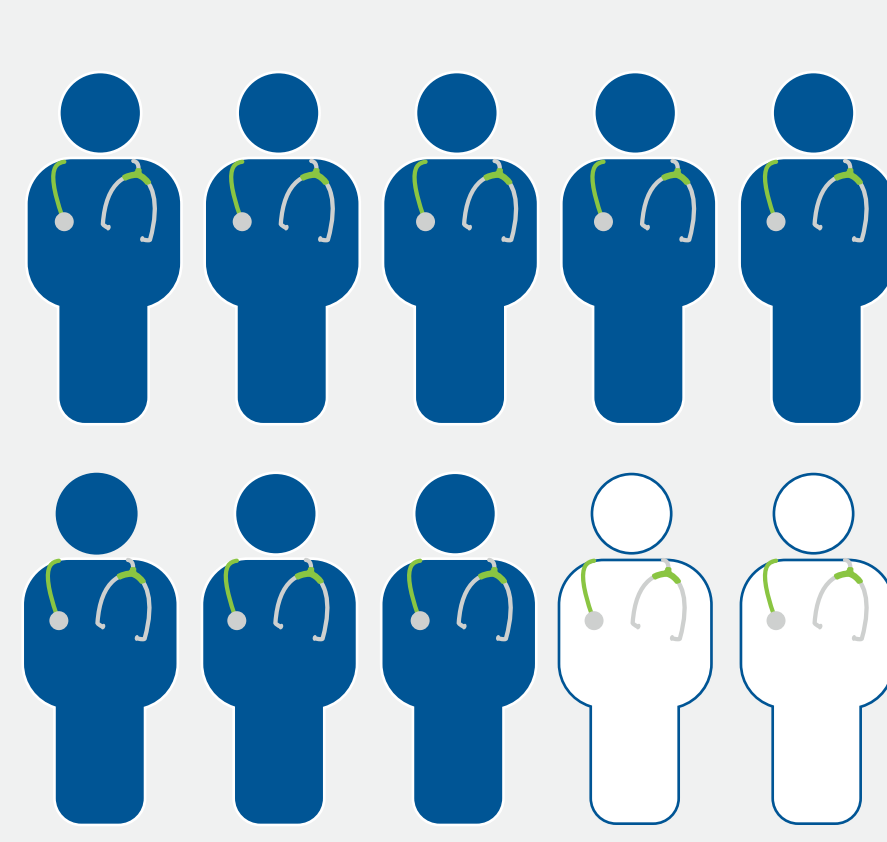
of providers leverage paper and manual processes for collections

Providers Need Payment Assurance



69% of providers saw an increase in **patient responsibility** compared to 2017

77% of providers say that it takes **more than a month** to collect any payment



81% of providers **cannot collect** \$1,000+ in 30 days

53%

of payers still deliver checks to providers

Pressure On All Fronts for Payers



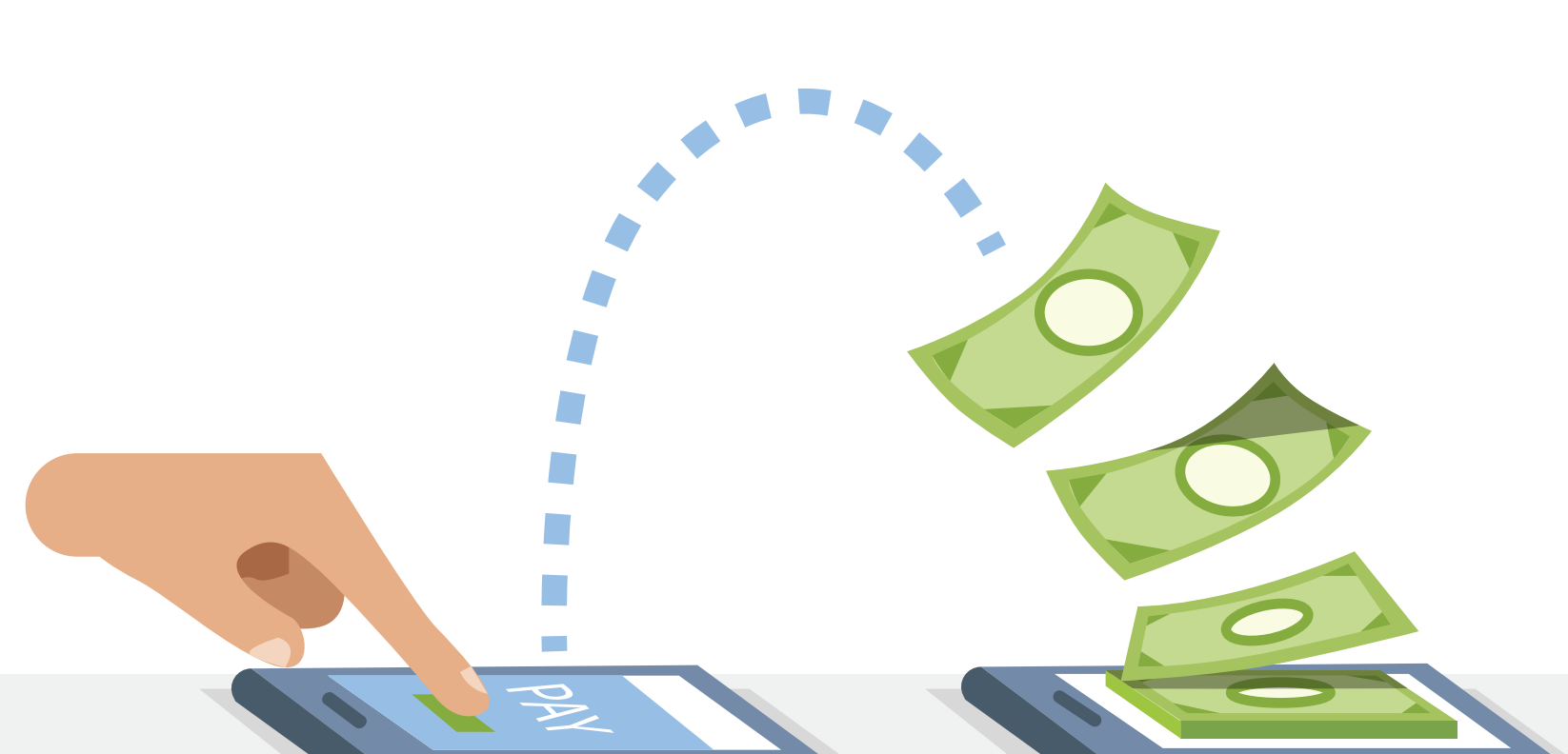
72% of consumers **want eStatements** for premiums

42% of consumers **cannot receive eStatements** from their health plan



53% of payers **still deliver checks** to providers

91% of providers still receive **paper checks** from one or more payers



82% of providers prefer EFT from payers

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