

Automate Patient Statement Generation and Payment Processing

ZOLL® Billing Patient Statement and Payment Portal

DATA SHEET



The ZOLL Billing Patient Statement and Payment Portal automates paperless statement generation and credit card processing to reduce manual effort, improve timely payments, and enhance cash flow predictability.

Manually preparing and mailing individual patient statements and processing patient payments requires considerable staff resources that would be better spent on higher-value activities.

The ZOLL Billing Patient Statement and Payment Portal integrates and automates paperless patient statements and online payment processing within a single solution. Billers can choose a vendor directly through ZOLL Billing that will generate and mail billing statements on their agency's behalf and enable online credit card payments, increasing the likelihood of timely payment. Agencies can also keep track of claims by status through the portal, helping to predict cash flow more accurately.

No more folding and stuffing envelopes: billing staff is now free to focus on more pressing tasks like claims processing and follow up.



Benefits

- Centralizes billing, patient statements, and online payment processing in a single solution
- Saves time by eliminating tasks and automatically generating paperless statements
- Helps predict cash flow by tracking claim status
- Increases the likelihood of timely payment by enabling online credit card payment
- Frees up billing staff to focus on higher-value work
- Gives agencies choice of vendors to better align with their business requirements



Key Features

- Paperless patient statements
- Built-in credit card payment processing
- Submits statements nightly during off-hours



Patient Statement and Payment Processing Vendors

Two patient statement and payment processing vendors, PayGround and Waystar, are available. Agencies can review each vendor's capabilities to determine which one is the best fit.

	WAYSTAR	PAYGROUND
STATEMENTS		
Implementation Type	Custom Project (6-9 weeks)	Quick Set-up (1 week)
Statement Customization Available	Yes	No
Logo on Statements	Yes	Yes
Payment Platform Offering	Yes	Yes
Statements Viewable in ZOLL Billing	Yes	Yes
Dedicated Statement Implementation Project Manager	Yes	No
Statement Messaging	Managed by Waystar, customizable based on aging and customer's needs	Configured in ZOLL Billing, two message options for standard and final notice
Patient Account Level Note	No	Yes
Electronic Statement Options — Email	No	No
Electronic Statement Options — Text Message	No	No
Supports Third-party Payment URLs	Yes, managed by Waystar	Yes, configured in ZOLL Billing
ONLINE PAYMENT PORTAL		
Credit Card/ACH Processing (Including Insurance)	Yes	Yes
Credit Card/ACH Pricing	Refer to vendor	Refer to vendor
Credit Card Pass Through Fees to Patient	No	No
Credit Card Return Slip on Statement	Yes	No
Administration Portal (Reporting, Process Payments, Payment Plans, etc.)	Yes	Yes
Patient Facing Portal (Process Payments, Payment Plans, etc.)	Yes	Yes; limited
Analytics Dashboard & Reporting	Yes	Yes
Automatic Recurring Payment Management	Yes	Yes
Patient Payment Import (835s)	No	No



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