

Mail-My-Statements – Frequently Asked Questions

What does the Patient Statement Service (MMS) cost? Patient Statements cost **0.78** cents for the first page and **\$0.25** for each additional page.

How Frequently are Patient Statements Sent? A patient statement report is generated every Sunday and this file will be sent to MMS on Sunday evening. MMS will send the statements out on Monday, giving the practice some time on Monday morning to suppress any statement files, if needed.

Can I disable Patient Statement for a specific patient? Yes, Patient Statements can be disabled by unchecking the AUTOMATIC PATIENT STATEMENT section in the patient's account page. It can also be done on the Patient Statement Report by unchecking the box beside the patient name.

Are Patient Statements Customizable? Yes. Once MMS is activated, you have an option to customize the statements such as your contact information, remit to address, select which credit card logos to display and even add an optional message to be displayed on all statements. Go to ADMINISTRATION > BILLING SETUP > PATIENT STATEMENT SETUP > SETTINGS

How do I keep track of the Patient Statements that have been sent? The Patient Statement Report is available under Billing > Reports > Patient Statement Report. This report shows all accounts with outstanding charges, however, only those accounts with true outstanding charges that are above the threshold amount set by your practice will be transferred to MMS. To set the threshold, go to Administration > Billing Setup > Patient Statements.

To view the patient statement setup (**MMS Portal**):

Go to ADMINISTRATION > BILLING SETUP > PATIENT STATEMENT SETUP

After clicking the Patient Statement Setup section > you will be routed to https://secure.mailmystatements.com/WRS/Settings_Account.aspx

Click **FILE HISTORY** > Click on the magnifying glass icon to view the details.

To know how many statements were sent to a patient, go to the **Account Lookup** section and search by account number.