# Patient Refunds

# Common Reasons for Overpayment:

- Shifting costs to patient's responsibility.
- Patient's benefit information was not up-to-date
- Overpayment at point of service
- Pre-payment cost estimates
- Billing errors, change in treatment plan(s), or insurance coverage change

# Market Challenges

Refunds are on the rise. According to Aite-Novarica Group, patient refunds totaled an estimated **3.1 Billion** in 2022.

Providers face increased pressure on **paper payments and administrative costs** to support the reimbursement process.

Challenged to find **digital patient engagement channels** to gain higher adoption of future communications.

# Insights into Patient Refunds

**74%** of patient **refunds are sent by check**[1]

**74%** of consumers prefer **digital payments**[3]

**82%** of consumers said a seamless refund experience **influenced their choice to return to a provider**[2]

**66%** of payment professionals **reported check fraud activity in 2021**[4]

Sources:
1. *Rep. U.S. Patient Refunds: A Market Sizing.* Aite Novarica, November 27, 2019. https://aite-novarica.com/report/us-patient-refunds-market-sizing.
2. *Destination: Digital Refund.* Wirecard, 2019. https://resources.industrydive.com/refund-report-wirecard?utm_source=utilitydivee&utm_medium=library.
3. *Future of Payments Report.* Onbe, 2022. https://aite-novarica.com/report/us-patient-refunds-market-sizing.
4. *Payments Fraud and Control Survey Report.* AFP, 2021. https://aite-novarica.com/report/us-patient-refunds-market-sizing.

# Making an Impact

## Benefits for Providers

- ✓ Reduce cost of issuing payments and eliminate admin processes
- ✓ Reduce fraud risk and eliminate need for storing payment instructions
- ✓ Offload escheatment management and unclaimed property liability
- ✓ Gain access to multilingual, omnichannel 24/7/365 customer care
- ✓ Build loyalty and drive behavior with branded communications
- ✓ Fulfill with or without an email address

## Benefits for Patients

- ✓ Faster access to funds
- ✓ Choice of payment method, including eco-friendly virtual cards
- ✓ Flexible spending options, including popular mobile wallets
- ✓ Bank transfer options
- ✓ Payment experience, spend, and service options available via any channel

# Modern Disbursement Options Unlock Value

Design your payment program to deliver virtual cards, physical cards, or both - based on your demographics, access to email addresses, and program goals

**Lead with Virtual Prepaid**

- URL delivered to recipient's email to retrieve virtual card number, CVV, and expiration date
- Fully branded digital experience
- Option to load to mobile wallet or request funds via physical card, check, or ACH
- If payment is not accessed within 30 days, a physical card is mailed to the home address

**Lead with Physical Prepaid**

- Physical prepaid card is mailed to recipient's home address
- Fully branded physical card package
- Recipient can request funds via check or ACH via the website or customer service