experian™
health

Return Mail

Correcting bad addresses speeds up payments and improves workflows

Even with strong upfront address verification, most healthcare organizations could use extra help to ensure patient addresses are correct. Data entry errors, known bad addresses, transient patients, or even outdated information can outsmart even sound processes.

Return Mail uses aggressive search algorithms and multiple data sources, including Experian Health's financial and demographic data, to seek out the most reliable information to update the patient file. Unlike address verification at patient registration, Return Mail corrects known bad addresses that have been returned as undeliverable by the U. S. Postal Service® (USPS). It ensures that corrected addresses are Coding Accuracy Support System (CASS) Certified™ and meet USPS postal formatting regulations.

How we do it

- Return Mail can be used in the billing office with A/R, collections and statement vendors. Based on mail that is returned, collections staff flag accounts with bad addresses.

- The bad address accounts are batched, and compared against multiple private and public data sources to search for a new, accurate address using a unique search algorithm.

- Payments are accelerated by preventing multiple mailings to the wrong address; invoices get into patients' hands faster, reducing A/R days and improving cash flow; and staff members perform their tasks more efficiently.

What you get

Correct inaccurate addresses
Return Mail leverages multiple data sources to aggressively search for the right address and ensure it meets USPS® formatting standards.

Eliminate time-consuming manual skip tracing efforts
Leveraging Experian Health's extensive data sources, Return Mail delivers more accurate and up-to-date addresses than manual processes that use inexact searches and other public data.

Resolve data entry errors
Even when an address is verified by patient access staff, the information may not be entered correctly. These unintentional errors typically do not surface until mail is returned. Return Mail corrects the error and updates the entry for future accuracy.

Enhance collections and cash flow
Return Mail users realize improved collections with their first batch of corrections—more than offsetting the cost of the service at the outset. Staff members are able to process invoices faster, reducing A/R days and accelerating payments.