

PRINT & MAIL SERVICES

Statements + Letters That Inspire Action

Produced at scale. Changed in days. Tracked end to end.

Print is still the most consistent way to reach every patient, but legacy print workflows are expensive, slow to change, and hard to track. RevSpring produces more than one billion critical communications a year, with the template control, deliverability practices, and end-to-end visibility that make print a measurable channel.

70%

of U.S. households receive RevSpring mail

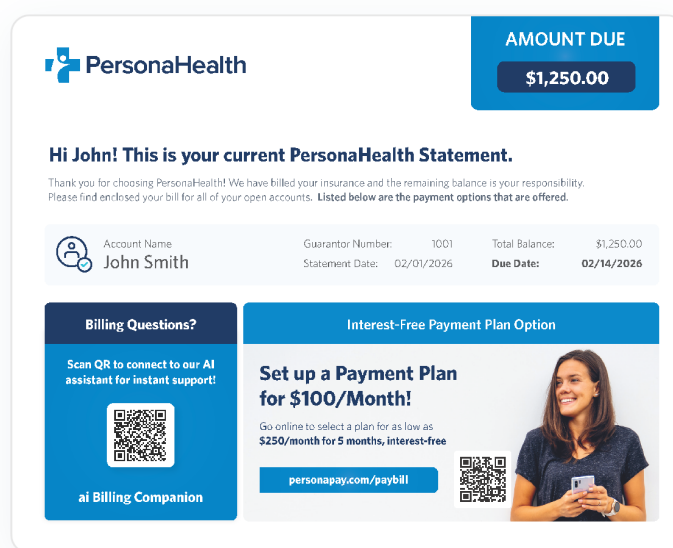
Why print strategy is being re-evaluated

Postage costs keep climbing. Digital-only strategies still miss the patients who prefer paper. And legacy workflows lack the visibility and version control that compliance now demands.

SMART STATEMENTS

Designed around how patients actually read a bill

- Personas built from demographic and behavior data
- Messaging tailored to what prompts action
- Heat mapping, gaze path studies, and focus groups guide layout
- Calls to action placed where patients look first
- Supports communications with required layouts or verbiage



Sample statement: personalized payment plan offer and QR paths to digital payment.

WHAT PROVIDERS GET



Designs proven to drive fast response



Better return on print and mailing costs



Complies with all relevant regulations



One source of composition for print and digital

One billion critical communications a year, produced across three facilities

Approximately one billion critical communications a year, produced across three facilities in Tennessee, Arizona, and Pennsylvania, with variation on color, paper, size, inserts, postage, and presort.

1B+

communications
printed a year

3

U.S. print
facilities

PRODUCTION CAPABILITIES

- Full-color digital inkjet and MICR check printing
- CMS 1500, UB04, 837I, 837P and 837D claim forms
- File-based inserting
- FedEx and UPS API integrations
- Distributive print to three locations for faster delivery
- Presorting, postal presentment, Certified and Priority mail
- PUB 1075 compliant processing for Federal Tax Information

PROVIDER PRINT OPTIONS

A representative set, not the full range of what we produce.

 Patient statements	 Postcards and self-mailers
 Patient letters	 Tabbed mailers
 Professional and institutional claim forms	 Custom paper sizes and weights, envelopes, inserts

Only the right records go out

Bad addresses drive return mail and wasted spend. Address intelligence, suppression, and return-mail automation make sure only the right records go out.



Address Management

Every mail piece runs through USPS CASS for standardization and NCOA for change-of-address filings.

- Standardization for discounted postage rates
- 18 or 48 months of NCOA scrubbing
- ACS electronic return mail with secure destruction



Data Processing

Four checks applied to every file before anything prints.

- Duplicate records removed
- Same-recipient pieces combined into one envelope
- Suppression by your business rules for low or zero balances
- Manual file stop during automated processing

GETTING DATA IN

Send raw data, get print-ready documents

3 weeks typical implementation



Integration

Batch SFTP or real-time API. We accept raw data and return fully composed, print-ready documents.



Reporting

Return-mail automation and file-level reporting show what mailed, what came back, and what was suppressed.

Every file tracked from receipt through delivery

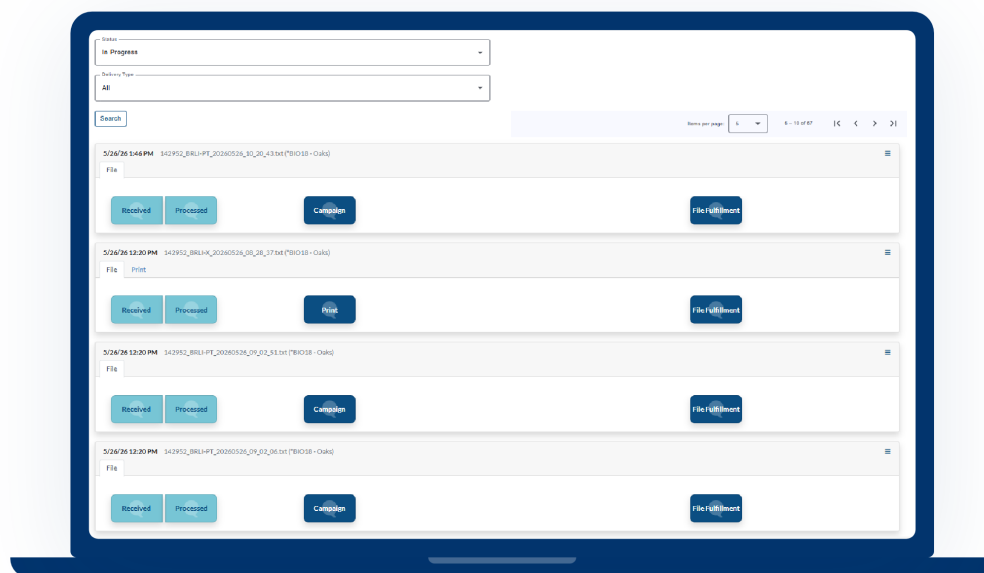
Our print portal tracks files and documents from receipt through delivery, and can be configured for review and approval before anything goes to print. RevSpring Retrieve holds PDF versions for one year, archived for up to seven.

Track documents through the delivery process

Review and approve before mailing

Exact PDF view of anything delivered

Meets document storage compliance requirements



SELF-SERVICE

Template updates no longer take long ticket cycles



TEMPLATE CONTROL

RevSpring Composer

Composer applies changes across any number of document templates—logos, images, disclosures, and variable data—previewed as a real-time PDF before anything is released to print.

Changes your team can make without a ticket

- ✓ Point-and-click changes.
- ✓ Rules-based conditional commands.
- ✓ Permissions scoped to editable regions.
- ✓ Approvals inside the platform.

Mail keeps moving when conditions change

70%

of U.S. households receive
RevSpring mail

3

print facilities with nationwide
disaster coverage

11M

pieces delivered on time when
storms closed two locations

SECURITY + COMPLIANCE

PCI DSS

HIPAA

SOC 2

FISMA

IRS PUB 1075

HITRUST

RevSpring leads the market in financial communications and payment solutions that inspire patients to pay. Since 1981, the company has built the industry's most comprehensive suite of patient engagement, communications and payment solutions. Disclaimer: The contents of this resource are not intended to serve as legal or any other advice.

Partner with RevSpring for print and mail

Your pieces are produced at the facility closest to your patients, splitting jobs where that gets communications out faster and cheaper.

One source of composition for print and digital, live in about three weeks on the data you already send.



Contact us today

Talk through your current print volumes, template backlog, and postage spend with our team.

learnmore@revspring.com
866.310.8001

revspring.com

