

Statement Vendor Change (Main Statement Differences)

† Modified on 10/20/2025 8:25 pm EDT

Statement Vendor Change (ODHS to DMA)		
Main Statement Differences		
 OLD		 NEW
Had 3 Statement Layouts to choose from: <ul style="list-style-type: none">• Single Statement• Consolidated Statement• Consolidated Statement with Charge Details	 Statement Layout	One Statement Layout but user can configure it within the paper statement option's "Charge Breakdown" <ul style="list-style-type: none">• Summarized - One line is shown for each charge (combines chg/pymt/adj).• Detailed Activity - One line is shown for each charge, payment, adjustment, and info line.
Had a Cover Page adding an additional page to every statement printed.	 Cover Page	Removed the "cover page" focusing on details, and a template that reduces the occurrence of additional statement pages..
Statement Activity Listing could be confusing when including multiple charges, payments, and adjustments.	 Activity	A Cleaner Statement Activity Listing provides clearer details as to which items are charges, payments, & adjustments, and the balance of each individual charge

Activity Listing

6 fields to enter customized messages:

- patient summary message
- document logo message
- account summary message
- insurance information message
- important area message
- phone message



Freeform Fields

Only 3 fields to enter customized messages keeps it cleaner and less cluttered.

- Insurance information message
- Important area message
- Phone message

Family statement would only print if the "Statement Type" patient billing option was set, and a "consolidated" statement template was chosen.



Family Statement

"Family" or "Individual" statement will now print based solely on the "Statement Type" Patient Billing Options setting.

This simplifies it so that only one setting controls family or individual statements.

We stored the file as TIFF and reformatted as PNG when sending it to the client.



Image File

The image file format shall be PNG. We now skip this entirely and just store it as PNG for the DMA statement template.

Customers with automated statements enabled before the statement vendor change must complete the following after switching to the new vendor:

- You must configure your new statement templates.
- When you open the new templates, all required fields will already be copied over and populated.
- However, you still need to review and save the templates.
- Statements will not be sent out until the templates have been reviewed and saved.

