

A close-up photograph of a complex mechanical gear system. Several interlocking gears of different sizes and colors (yellow and silver) are visible, set against a metallic, brushed steel background. The lighting creates highlights and shadows, emphasizing the intricate details of the machinery.

EDI Lockbox Services and Automated Payment Solutions

Fully automate your financial posting processes, achieve 100% ERAs, lower AR days and unlock data mining opportunities.

No more manual posting of paper EOBs and patient payments.

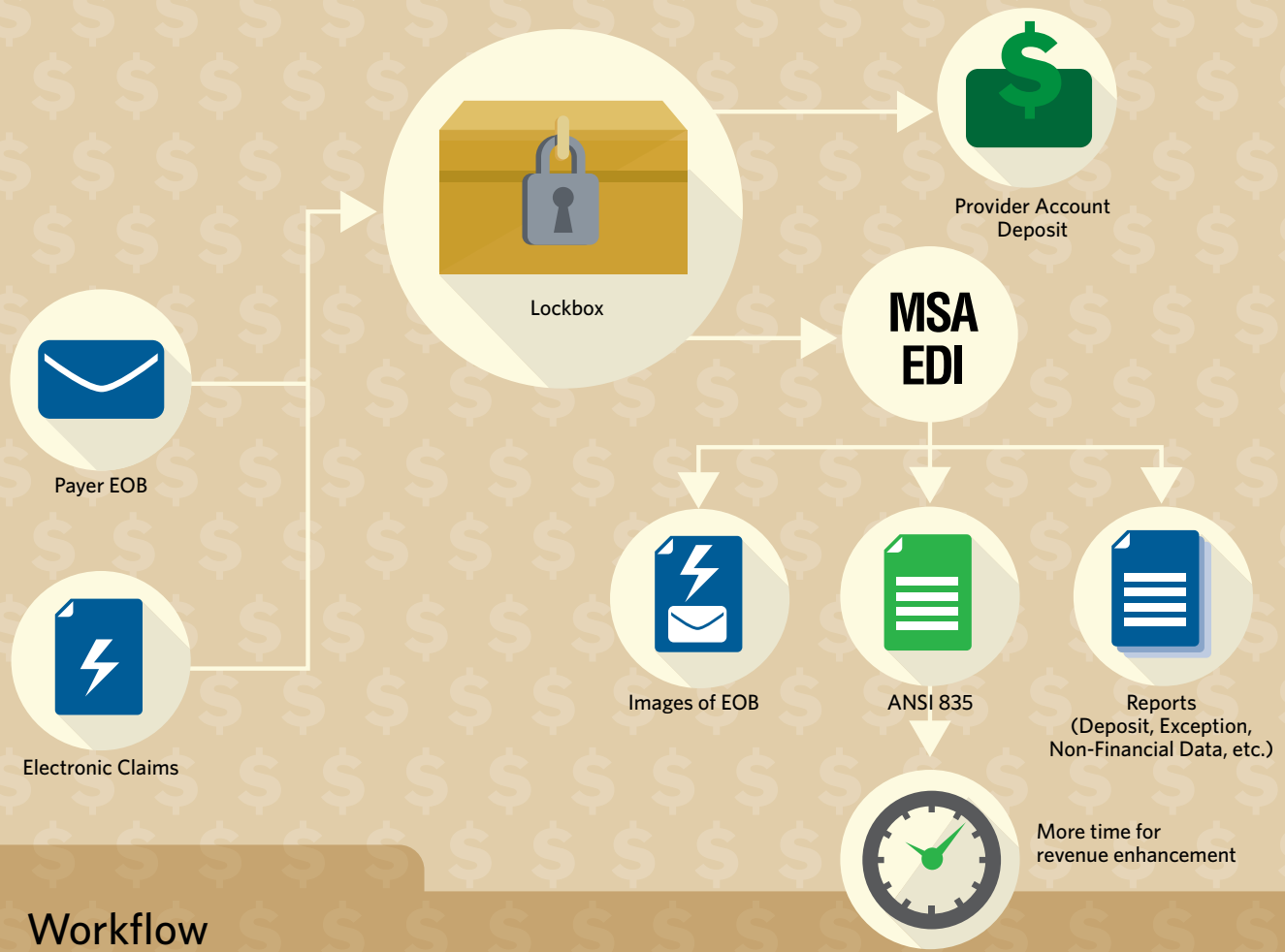
We offer efficiency-enhancing Lockbox Services that streamline and expedite the receipt and adjudication of both paper-based insurance and patient pay remittances, as well as converting patient payments into depositable files. Features of our Lockbox Services are made accessible via our EDI Task Manager tool, which classifies and tags both financial and non-financial data elements that can be posted to your Practice Management system.

Lockbox Services

With MSA'S EDI Lockbox Services, you can eliminate the manual processing of financial transactions, while both automating reconciliation and accelerating deposits. Once implemented, all inbound data from payers (payments, end-of-year tax information, physician credentialing, charge-back information, etc.) as well as check and credit card payments from patients are accepted by the Lockbox. Any paper-based data is converted to electronic format to ensure 100% ERAs, funds are automatically deposited into your specified account and, in the case of insurance remittances, we deliver an 835 for the transaction. All of this is accomplished in a fully automated fashion to optimize efficiency and minimize the potential for human error.

Utilizing our EDI Task Manager tool, virtually all Lockbox tasks can be customized and organized with little-to-no human interaction. Examples include:

- Lockbox ERAs – pulls all 835s generated.
- Original Images – auto-converts all original EOB images received into 835s.
- Deposit Reports – generates a report with all deposits processed.
- Non-Financial Images/Correspondence – puts all original documentation classified as non-financial into easily referenced images.
- Incomplete 835s – pulls all reports listing 835s containing incomplete information.
- Exception Reports – pulls all reports listing all financial data that could not be converted to an 835 due to an exception of missing information.
- Exception Images – pulls all original images listed as exceptions, because an 835 could not be generated based on the information found on the image.



Workflow

Patient-Pay Processing

When patient payments are remitted to the Lockbox, our 100% ERA capability is all the more advantageous. With the majority of patient-pay remittances being paper-based, whether in the form of a personal check or credit card number on the remit-to-stub, the automated digitizing of these remittances drastically improves cash flow while reducing AR days.

Documentation Data Mining

By capturing, digitizing, classifying and tagging all inbound data to the Lockbox and porting that marked information to your Practice Management system, EDI Lockbox Services enable you to engage in valuable reporting and analytics that were not previously feasible.

