

Payment Automation

Help Lower Costs and Power Your Revenue Cycle Workflow

Change Healthcare's Payment Automation streamlines your remittance processing and healthcare payments by integrating key processing functions into a single solution.

Payment Automation—part of the Revenue Performance Platform—integrates the following offerings:

- Healthcare Lockbox
- EOB Conversion
- Funds Verification
- Posting Enrichment
- Correspondence Processing

Save Time, Simplify Processes and Stimulate Revenue

Streamline and automate payment posting and remittance management with a single solution

Easier Sorting and Processing

Healthcare Lockbox is a bank-independent, healthcare-focused solution designed for advanced sorting and processing of inbound paper documents, including payments, remittances, zero pay denials, and correspondence. Healthcare Lockbox utilizes mailroom professionals that are well trained to handle the variances and complexities of healthcare documents and payments, giving you a higher level of service and efficiency than bank-based wholesale lockbox. Healthcare Lockbox gives providers greater flexibility in managing banking relationships and integrates seamlessly into our full Payment Automation solution.

Conversion and Verification

EOB Conversion converts your paper remittances to a postable 835 file and eliminates manual payment posting. This solution's blend of technology and skilled revenue cycle experts creates accurate, complete 835 files that auto post at high first-pass yields, to help lower your costs and drive revenue.

Funds Verification automates the matching of payments with remittance items from any paper or electronic source, giving you faster cash application with less manual effort. The output is a funded 835 file ready for posting, and a portal workflow to manage unmatched payments and remittances.

Posting and Correspondence

Posting Enrichment converts your remittance from a payer format to a provider-defined billing system input. By streamlining, standardizing, and automating your remittance posting, Posting Enrichment is designed to increase your revenue cycle accuracy. It also improves efficiency by using incoming remittance data to power your revenue cycle workflow.

Correspondence Processing indexes your non-payment paper transactions to the patient level and sends the data to provider imaging systems or our online workflow. We separate true correspondence from zero-pay denials and EOBs without checks. This service reduces the burden of manual clerical tasks and paper handling, helping to lower your processing costs and speeding the turnaround of your correspondence documents.

About Change Healthcare

Change Healthcare is inspiring a better healthcare system. Working alongside our customers and partners, we leverage our software and analytics, network solutions and technology-enabled services to help them improve efficiency, reduce costs, increase cash flow, and more effectively manage complex workflows. Together, we are accelerating the journey toward improved lives and healthier communities.