

# Medical Lockbox

A Faster, Simpler Way to Process Healthcare Receivables



## A COMPREHENSIVE MEDICAL LOCKBOX SOLUTION

Exela's Medical Lockbox solution unifies work streams and automates data management to accelerate the revenue cycle. With full support for paper and electronic payments and EOB documents, our system is designed to automate matching and reconciliation of claims payments, reduce manual processing of exceptions, and speed up payments.

Using Exela's HIPAA compliant, proprietary technology, including powerful rules engines for automated processing, we convert paper EOBs into EDI 835 remittance files for direct posting to one or many medical billing systems, provide secondary processing and complete cash balancing, and host all data for immediate viewing through our secure web portal.

Exela processes EOB templates from all 50 states, resulting in fewer denied claims and a stronger connection between providers, payers, and financial institutions.

## FEATURES

### Automated Data Management

Exela uses a state-of-the-art scanning platform and intelligent data capture technology to convert paper payments from any source into 835, electronic remittance files that can be directly posted to your specific medical billing system.

### Data & Document Management

All documents and data are indexed and archived for easy retrieval through a secure web portal. This allows providers to quickly access EOB- or ERA-related data and other information through a simple search.

## Highlights

- › Convergent processing of all payment channels (checks, images, ACH, IRD, debit, etc.)
- › HIPAA compliant system
- › Automated re-association of ERA/EOB to ACH/check
- › Business rules engines reduce rejects
- › Auto-posting of all EOBs and payments
- › Ability to split 835 files for multiple billing systems
- › 837/835 comparison using original image
- › Denials management workflow
- › Cash balancing module
- › Integrated dashboard with real-time reporting

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## FEATURES CONTINUED

### Same-Day Deposit & Reconciliation

By automating and digitizing manual, paper processing tasks, Exela's Medical Lockbox is able to reduce the time it takes for payments to post. Automated straight-through processing reduces cumbersome and slow manual processes, streamlining the payment path and giving you faster access to deposited funds.

### Intuitive Denial Management

Exela's web-based denial management tool is designed to help increase the recovery rate on denied claims. The tool presents the original claim and all related remittance information in a single view, making it easy for users to decide between adjusting the claim, billing the patient, or appealing the denial.

### Reporting

Built-in, highly configurable reporting functionality generates reports based on any combination of indices captured from payment and claims data. Access reimbursement performance metrics for different payers to assist with billing system audits and contract negotiations.

## BENEFITS



**Eliminate  
manual keying**



**Decrease  
rejections**



**Increase  
recovery rate**



**Enhance in-  
process claim  
visibility**



**Faster  
payment  
collection &  
improved DSO**



**Reduction in  
administrative  
tasks**