RemitStream HealthCare Lockbox Workflow

Healthcare Provider
1. Submits claim to heath plan
2. Sends copy of claim to lockbox
3. Posts file
4. Accesses Web-based application

Health Plans
Send payment to lockbox

Patient
Sends payment to lockbox

Financial Institution
1. Receives electronic payments (EDI and ACH)
2. Sends payment information to lockbox
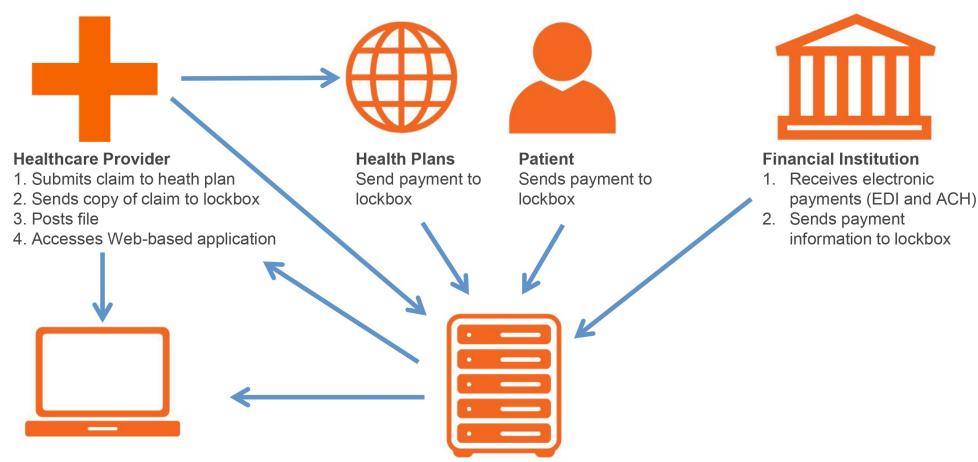
Online Lockbox Application
1. Displays standard processing reports
2. Enables online searches
3. Facilitates exception resolution
4. Displays and enables sorting of denied claims
5. Creates automatic secondary bill after address entry/selection

Healthcare Lockbox Processing
1. Converts provider's file
2. Extracts data from the EOB via ICR technology
3. Balances submitted claim to paid amount
4. Merges in electronic payments to create EDI (835) file
5. Sends consolidated (835) transmission to provider

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