

J.P. Morgan Access[®]

USER GUIDE

Healthcare Link
Reconciliation Manager Enterprise

J.P.Morgan



Overview

Automate claims reimbursement and reduce administrative costs with our comprehensive Healthcare claims processing solution





Introduction to Healthcare Link

Medical insurers and providers share common goals when it comes to streamlining patient claims and reducing administrative costs. Healthcare Link aims to reduce the cost of handling healthcare claims by enabling payers to gain the full benefits of fast, highly efficient electronic transactions while affording providers a secure electronic data interchange (EDI) solution that complies with the standard mandated by the Health Insurance Portability and Accountability Act (HIPAA) of 1996

Healthcare Link routes payment instructions and remittance advices to providers and reconciles them. The system furnishes providers with all the relevant information in a format that is intended to easily post to their patient accounting system

Overview

Healthcare Link allows you to systematically capture, format, and post electronic and/or paper claims

- For electronic transactions, Healthcare Link enables receipt of electronic transmissions or extraction of files from insurers. The critical task of matching data (e.g., explanation of benefits (EOBs) data) to payments is performed automatically
- For paper-based remittances, Healthcare Link leverages J.P. Morgan's lockbox processing facilities equipped with imaging capture and data translation technology. Processing includes scanning payments and supporting materials – such as EOBs – and converting them to electronic images. Specialized Artificial Intelligence (AI) Enhanced Optical Character Recognition (OCR) software helps convert EOB images to electronic data files. Data is mapped to a variety of file formats, including EDI 835 or proprietary files, for automatic posting in your accounts receivable or practice management system. This technology is among the most advanced on the market for converting paper to electronic files

Healthcare Link enables you to streamline the payment processing cycle and realize greater savings through increased automation by matching payments and corresponding remittance advices (RAs). This process provides reconciled files for posting to your practice management system. Workflow tools enable efficient management of exceptions

Healthcare Link enables you to quickly access the data required to conduct follow-up activities such as patient inquiries, denial appeals, and secondary claims submissions



Digitize your healthcare payments

Effectively manage your receivables and facilitate the posting process all from a single platform with the new modernized J.P. Morgan Access® Healthcare Link experience

Upgrade your experience

Our new enhanced dashboard allows you to view current performance at-a-glance, improve reconciliation and workflow, all while giving you the power to self-serve. Modules are comprised of:



Search



Manual Posting



Reconciliation Manager



Enterprise Reconciliation Manager



Reports

Healthcare Link will provide you with an improved performance and more robust experience

What's new?

Now that Healthcare Link is integrated within J.P. Morgan Access®, you'll experience:

- Consistent view with multiple applications built-in
- Single user logins with appropriate multi-level security to help protect your privacy and preserve data authenticity
- Better management of your preferences and settings
- User Authentication to securely enroll and manage users. Once enrolled, Two Factor Authentication provides an added layer of security, ensuring only those approved can get in
- Self service options with a single gateway, allowing you to efficiently manage users

Reconciliation Manager Enterprise

Reconciliation Manager Enterprise (RME) provides a solution to the labor-intensive process of manually matching payments received via various bank accounts with payments posted to internal financial systems, Patient Accounting Systems (PAS) and General Ledger systems (GL). Because J.P. Morgan Chase has access to the payment side for both lockbox (paper checks) and EFT (electronic ACH) payment transactions, the system can easily connect the remittance information to the payment information, even if the information is received on different days

Reconciliation Manager Enterprise can also take in Third Party Bank BAI files or third-party Bank lockbox files. By tracking and reporting status for each side of the transaction, you can determine which payments have been fully applied to your internal systems versus those that may require additional action

Where implemented, the reconciliation manager enterprise module enables you to view the reconciliation status of your payments. The solution uses logic to match payments with posting results from the client's internal financial systems. (PAS or GL). RME then applies the money posted to the internal systems against the matched payment. If the full payment received in the clients' DDA (Demand Deposit Account) is equal to the applied amount, that financial transaction is considered "Applied" which is the goal for all payments. The provided workflow tools aid you in identifying and applying exceptions

Where data cannot be matched, the Reconciliation Management Enterprise module can be used to assist you in keeping track of payments and allow you to apply the payments manually

View Reconciliation Information

Reconciliation Manager Enterprise can display transaction information by
payments or patient accounting

Payments | Patient Accounting

View Reconciliation Information By Payments

Review outstanding unreconciled payments. Utilize features to manually match payments to a missing remittance or follow up with payer for a remittance. Track all unreconciled payments posted to client/providers DDA with a real time status and the reconciliation disposition of each payment.



View by Payment View by Patient Accounting

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Home Search Manual Posting R

Mike B. v ? Help Log Off

Reconciliation

Payments Total \$1,933,952.22 Matched \$39,715.50 Unmatched \$1,894,094.33 Closed \$142.39 Applied \$305.71 Unapplied \$1,931,173.84 Partially Applied \$200.10 Over-Applied \$685.12

04/15/2021 10:31:07 AM ET EXPORT

Showing Last 30 Days Search Payments

UNMATCHED (1.3K+) MATCHED (17) CLOSED (2) ALL (1.3K+) FILTERS

2 Select which subset of payments to view in the table. **Unmatched** is shown above. Other options include **Matched**, **Closed**, or **All**

1 An overview displayed at the top of the screen shows Payments Total and a breakdown for Matched, Unmatched, Closed, Applied, Unapplied, and Over-Applied

3 Use the Search bar to filter the table currently displayed down to any term entered

4 Click on the **FILTERS** function to designate a range of values to display

5 Payment item information is displayed in columns that can be sorted and filtered by clicking on the column header

6 See payment details by selecting **View** at the end of any row

7 Select any or several items in the table and click on one of the actions below the table to process the item further

<input type="checkbox"/>	Status	Applied Status	Assignee	Deposit Date	Payer Name (Payment)	Payment Type	Payment Number	Payment Amount	Applied Amount	Lockbox Number	Details
<input type="checkbox"/>	Unmatched	Unapplied	Unassigned	04/14/2021	Unknown or Mixed	Check		\$142.27	\$0.00	002100001	VIEW
<input type="checkbox"/>	Unmatched	Unapplied	Unassigned			Check		\$258.64	\$0.00	002100001	VIEW
<input type="checkbox"/>	Unmatched	Unapplied	Unassigned			Check		\$321.47	\$0.00	002100001	VIEW
<input type="checkbox"/>	Unmatched	Unapplied	Unassigned			Check		\$0.00	\$0.00	002100001	VIEW
<input checked="" type="checkbox"/>	Unmatched	Unapplied	Unassigned			Check		\$0.00	\$0.00	002100001	VIEW
<input type="checkbox"/>	Unmatched	Unapplied	Unassigned			Check		\$0.00	\$0.00	002100001	VIEW
<input type="checkbox"/>	Unmatched	Unapplied	Unassigned			Check		\$0.00	\$0.00	002100001	VIEW
<input type="checkbox"/>	Unmatched	Unapplied	Unassigned	04/14/2021	WellCare Health	Check		\$0.00	\$0.00	002100001	VIEW
<input type="checkbox"/>	Unmatched	Unapplied	Unassigned	04/14/2021	VillageCareMAX	Check		\$0.00	\$0.00	002100001	VIEW
<input type="checkbox"/>	Unmatched	Unapplied	Unassigned	04/14/2021	Unknown or Mixed	Check		\$0.00	\$0.00	002100001	VIEW
<input type="checkbox"/>	Unmatched	Unapplied	Unassigned	04/14/2021	Unknown or Mixed	Check		\$0.00	\$0.00	002100001	VIEW
<input type="checkbox"/>	Unmatched	Unapplied	Unassigned	04/14/2021	Unknown or Mixed	Check		\$0.00	\$0.00	002100001	VIEW
<input type="checkbox"/>	Unmatched	Unapplied	Unassigned	04/14/2021	Unknown or Mixed	Check		\$0.00	\$0.00	002100001	VIEW
<input type="checkbox"/>	Unmatched	Unapplied	Unassigned	04/14/2021	WellCare Health	Check		\$109.49	\$0.00	002100001	VIEW
<input type="checkbox"/>	Unmatched	Unapplied	Unassigned	04/14/2021	National Association of ...	Check		\$250.55	\$0.00	002100001	VIEW
<input type="checkbox"/>	Unmatched	Unapplied	Unassigned	04/14/2021	Mutual of Omaha	Check		\$41.99	\$0.00	002100001	VIEW

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ASSIGN UNASSIGN CLOSE APPLY AMOUNT MANUALLY MATCH UPDATE CATEGORY ADD NOTE 1 Row Selected

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Home Search Manual Posting **Reconciliation** User Management Reports

RME Payments > Payment Details

4 Click on RME Payments to return to main screen

1 The Payment Details are displayed at the top of the screen

Payment Details

Deposit Date 04/14/2021	Payer Name (Payment)	Payment Type Check	Payment Number	Payment Amount \$403.18	Applied Amount \$0.00
Lockbox Number 002100001	Account Number —	Category —	Division Demo Website Division - Advanced Radiology	Payer Account Identifier	Transaction Trace Number —

Status **Unmatched**

Applied Status Unapplied

Assignee Unassigned

Due Date —

Matched Date —

Assigned Date —

Assigned By —

2 Other specific details, like History or Image options are available at the bottom of the screen

Images (7) History

1 of 7 + ZOOM IN - ZOOM OUT ROTATE INVERT Annotation Tools: T [pen] [eraser] [undo] [redo] [trash] CLEAR ALL [share] [download]

Batch Date	Process Date	Lockbox #	Batch #	Item #	Check #	Amount \$
Apr 02, 2020	Apr 02, 2020	N/A	N/A	N/A	N/A	N/A

1

2

3

PAY TO THE ORDER OF

DATE

101

3 Select one of the actions at the bottom of the Details screen to process the item further

ASSIGN UNASSIGN CLOSE APPLY AMOUNT MANUALLY MATCH UPDATE CATEGORY ADD NOTE 1 Row Selected

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View Reconciliation Information By Patient Accounting

Provides transparency into the disposition of the payments within the Patient Account System (PAS) by automating reverse reconciliation within the PAS for Accounting and Finance. As Healthcare Link receives the PAS records back, it provides automated reconciliation with the disposition of the payment.



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Home Search Manual Posting **Reconciliation** User Management Reports

Mike B. ▾ ? Help Log Off

Reconciliation Manager Enterprise

Patient Accounting

2 Select which subset of payments to view in the table. **Unmatched** is shown above. Other options include **Matched**, **Closed**, or **All**

1 An overview displayed at the top of the screen shows Patient Accounting Total and a breakdown for Matched, Unmatched, and Closed

3 Use the Search bar to filter the table currently displayed down to any term entered

4 Click on the **Filters** function to designate a range of values to display based on any combination of Date Range, Applied Status, Payer, Payment Number, Payment Amount, Division, or PAS System

5 Patient accounting item information is displayed in columns that can be sorted and filtered by clicking on the column header

6 See patient accounting details by selecting **View** at the end of any row

7 Select any or several items in the table and click on one of the actions below the table to process the item further

Patient Accounting Total		Matched	Unmatched	Closed
\$1,510.00		\$795.00	\$459.00	\$256.00

04/15/2021 10:36:26 AM ET EXPORT

Showing Last 30 Days Search Patient Accounting

Status	Payment Applied Status	Assignee	Deposit Date	Date Posted in PAS	PAS Batch Number	Payment Number	Payment Amount	Applied Amount	PAS Payer N	Details
<input type="checkbox"/> Unmatched	Unapplied		04/13/2021	04/13/2021	7306		\$159.00	\$400.20	Aetna	VIEW
<input checked="" type="checkbox"/> Unmatched	Unapplied	Una			7310		\$100.00	\$200.10	Aetna	VIEW
<input type="checkbox"/> Unmatched	Unapplied	Una			7276		\$100.00	\$200.10	Aetna	VIEW
<input type="checkbox"/> Unmatched	Unapplied	Una			7276		\$200.10	\$200.10	Aetna	VIEW

Page Size 25 ▾

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[ASSIGN](#) [UNASSIGN](#) [MANUALLY MATCH](#) [CLOSE](#) [ADD NOTE](#) 1 Row Selected

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Mike B. ▾ ? Help ↗ Log Off

RME Patient Accounting > Patient Accounting Details

1

The Patient Accounting Details are displayed at the top of the screen

4

Click on RME Patient Accounting to return to main screen

2

Other specific details like History are available at the bottom of the screen

3

Select one of the actions at the bottom of the Details screen to process the item further

▼ Patient Accounting Details

Deposit Date 04/09/2021	Date Posted in PAS 04/09/2021	PAS Batch 7310	Payment Amount \$100.00	Applied Amount \$200.10
PAS Payer Name Aetna	Division Demo Website Division	PAS System LAKEHOME2		

Status: **Unmatched**

Applied Status	Unapplied
Assignee	Unassigned
Due Date	—
Matched Date	—
Assigned Date	—
Assigned By	—

History (1 Note)

Q Search History

EXPORT

Date	User	Payment Number	Payment Amount	Action Performed	Status	Notes
04/12/2021 9:54:16 AM	Jarek V			Added Note	Unmatched	Getting in touch with Aetna now about this

ASSIGN UNASSIGN MANUALLY MATCH CLOSE ADD NOTE

1 Row Selected

Reconciliation Actions



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Reconciliation Manager Enterprise

Payments Total \$1,933,952.22 Matched \$39,715.50 Unmatched \$1,894,094.33 Closed \$142.39 Applied \$305.71 Unapplied \$1,931,173.84 Partially Applied \$200.10 Over-Applied \$685.12

Payments

ALL (1.3K+)

Select a resource to assign the item to in the list displayed on the pop-up window

Assign

Select Assignee from list below: *

Search Users

First Name	Last Name	Workload
Abe		0
Adam		0
Adam		0
Aditya		0
Allison		
Andrew		
Ashley		

Select Due Date: MM/DD/YYYY

Notes

250 Characters Max

Click on the **Clear** button to remove the information from the pop-up window

Click on the **Assign** button to assign the item to the selected resource

Click on the **Cancel** button to cancel the Assign process and return to the table view

Assign payment by selecting one or more from the Payments table and click on the **Assign** button on the table page

Select a Due Date

Add a note if needed

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Unassign an item by selecting one or more currently assigned items from the table and click on the **Unassign** button on the table page

Click on the **Cancel** button to cancel the Unassign process and return to the table view

Click on the **Clear** button to remove the information from the pop-up window

Click on the **Unassign** button to remove the currently assigned resource from the item

Add a note if needed in the pop-up window

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Reconciliation Manager Enterprise

Payments Total \$1,933,952.22 Matched \$39,715.50 Unmatched \$1,893,676.33 Closed \$560.39 Applied \$305.71 Unapplied \$1,930,770.66 Partially Applied \$300.10 Over-Applied \$685.12

Payments

UNMATCHED (1,350) MATCHED (17) CLOSED (3) ALL (1,350)

04/15/2021 12:26:22 PM ET EXPORT

Review the Applied History table for a list of amounts that have already been applied to this payment

Add an amount to be applied. Click on the **Apply full unapplied amount** to automatically add the balance of the payment to the Amount field

Select a Facility / Account

Add a note if needed

Apply an amount to a payment by selecting an item in the table and click on the **Apply Amount** button on the table page

1

2

3

4

5

APPLY AMOUNT

Applied History

Date Time Applied	User	Facility / Account	Applied Amount
04/15/2021 12:27:41 ...	Jarek		\$100.00

Total Payment \$403.18
Total Applied \$100.00
Total Unapplied \$303.18

150.00

☐ Apply full unapplied amount

General Account

250 Characters Max

CLEAR APPLY & EXIT APPLY

ASSIGN UNASSIGN CLOSE **APPLY AMOUNT** MANUALLY MATCH UPDATE CATEGORY ADD NOTE 1 Row Selected

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Reconciliation Manager Enterprise

Payments Total \$1,933,952.22 Matched \$39,715.50 Unmatched \$1,893,676.33 Closed \$560.39 Applied \$305.71 Unapplied \$1,930,770.66 Partially Applied \$300.10 Over-Applied \$685.12

Payments

UNMATCHED (1,334) MATCHED (17) CLOSED (3) ALL (1,334)

Click **Cancel** button to cancel the Apply Amount process and return to the table

Click on the **Apply & Exit** button to apply the amount to the item selected and exit to the payment table

Click on the **Apply** button to apply the amount to the item selected. The Apply Amount window will refresh and show the newly applied amount added to the Applied History table

Click on the **Clear** button to remove the information from the pop-up window

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Payments Total \$1,933,952.22 Matched \$39,715.50 Unmatched \$1,893,676.33 Closed \$560.39 Applied \$305.71 Unapplied \$1,930,770.66 Partially Applied \$300.10 Over-Applied \$685.12

04/15/2021 12:26:22 PM ET EXPORT

Showing Last 30 Days Search Payments

Category updates allow identification of the payment allocation within the General Ledger. This is helpful for non-patient cash items received within the bank account.

Select a new category from the Category drop-down list

Add a note if needed

Click on the **Update Category** button to update the category

Click on the **Clear** button to remove the information from the pop-up window

Select an item from the table and click on the **Update Category** button on the table page

Click on the **Cancel** button to cancel the Category process and return to the table view

Update Category

Category: Standard

Notes: 250 Characters Max

CANCEL CLEAR UPDATE CATEGORY

Amount	Applied Amount	Lockbox Number	Details
\$142.27	\$0.00	002100001	VIEW
\$258.64	\$0.00	002100001	VIEW
\$321.47	\$0.00	002100001	VIEW
\$74.63	\$0.00	002100001	VIEW
\$11.11	\$0.00	002100001	VIEW
\$76.41	\$0.00	002100001	VIEW
\$134.22	\$0.00	002100001	VIEW
\$8.17	\$0.00	002100001	VIEW
\$109.21	\$0.00	002100001	VIEW
\$109.49	\$0.00	002100001	VIEW
\$250.53	\$0.00	002100001	VIEW
\$41.99	\$0.00	002100001	VIEW

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Reconciliation Manager Enterprise

Payments Total \$1,933,952.22 Matched \$39,715.50 Unmatched \$1,893,676.33 Closed \$560.39 Applied \$305.71 Unapplied \$1,930,770.66 Partially Applied \$300.10 Over-Applied \$685.12

Payments 04/15/2021 12:26:22 PM ET EXPORT

UNMATCHED (1.3K+) MATCHED (17) CLOSED (3) ALL (1.3K+) FILTERS

Showing Last 30 Days Search Payments

Amount Applied Amount Lockbox Number Details

142.27 0.00 002100001 VIEW

258.64 0.00 002100001 VIEW

321.47 0.00 002100001 VIEW

74.63 0.00 002100001 VIEW

76.41 0.00 002100001 VIEW

134.22 0.00 002100001 VIEW

8.17 0.00 002100001 VIEW

41.39 0.00 002100001 VIEW

109.21 0.00 002100001 VIEW

109.49 0.00 002100001 VIEW

250.53 0.00 002100001 VIEW

41.99 0.00 002100001 VIEW

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Add Note

Leave a note: (Required)

Enter notes

250 Characters Max

CANCEL CLEAR ADD NOTE

1 Add a note by selecting one or more items from the table and click on the **Add Note** button on the table page

2 Add a note if needed

3 Click on the **Add Note** button to register the note with the item

4 Click on the **Clear** button to remove the information from the pop-up window

5 Click on the **Cancel** button to cancel the Note process and return to the table

FAQs



FAQs

➤ **How will I log in, going forward?**

Log in to J.P. Morgan Access® via this URL, <https://access.jpmorgan.com>.

Click this link to view the login steps. Security Admins (SAs) will be required to use a soft token, a User ID and password.

➤ **Will my historical data be transferred over to the new UI?**

Yes, all the historical data will be available.

➤ **What is the retention period for images?**

The retention period will not change: Images will be retained for 10 years.

➤ **What can I expect to receive as part of the process of logging into J.P. Morgan Access®?**

- Existing J.P. Morgan Access® SAs and users will be able to log in via J.P. Morgan Access® using existing log in credentials.
- New J.P. Morgan Access® SAs and users will receive one-time automated emails on their migration date with a J.P. Morgan Access® User ID and temporary password. SAs will also receive a text message with soft token credentials.

➤ **How do I manage entitlements for users in J.P. Morgan Access®?**

For any J.P. Morgan Access® specific setups or questions, click on **Help** within the J.P. Morgan Access® portal, navigate to Administration, then reference the various user guides. The entire user guide can be downloaded via the upper right corner by clicking on Download User Guide.

➤ **What browser(s) can I leverage for Healthcare Link?**

Google Chrome, Mozilla Firefox, and Microsoft Edge. Healthcare Link will not be accessible through Safari and IE11.

➤ **How would I export data from a screen?**

Any view can be exported by selecting export on the top right of the screen(s). Output format will be an Excel spreadsheet.

FAQs

➤ **Where do I find the ACH Report, to reconcile between my bank deposits and my PAS?**

The ACH Report is part of the Deposit Detail Report, within the Reports module.

➤ **Why would I not see specific screens as shown in the User Guide, i.e. within the Dashboard or specific screens?**

Screens are based on Entitlements granted.

- An Enhanced User or a Treasury User can view the Dashboard. The widgets / graphs included in the dashboard and other screens available to users are contingent upon what screens the user has been granted entitlements to. An Enhanced User can assign items to other users.
- A Basic User can view work that is assigned.
- A Restricted Patient User can access Patient Search screens only.

➤ **Where do I find the file details for a distributed file, EPIC files and Image files? (Previously it was found in Search by Batch)**

The file name and distribution date associated with the Returned ERA, can be viewed via the Outbound File Report.

➤ **Where do I find the Lockbox Report, showing me all the files scanned and transferred from a lockbox into HCL?**

The Lockbox details are included in the Deposit Detail Report, within the Reports module.

➤ **Where do I find all the Incoming 835 remittance files, and other files we send to JPMC?**

The Inbound Files (the files clients send to JPMC) are found within the Reports module. You can view all Inbound EOBs, PAS and BAI files at a glance to see what came in and when.

➤ **Where do I find the 835 payment details, 835 splits and the Outbound files?**

The Outbound Files are found within the Reports module. You can view all files that are “outbound” to verify that HCL has process the Inbound file and have reconciled payments and remittances.

Glossary





Glossary

This glossary provides users of Healthcare Link with a common understanding of the terms and acronyms used in daily operations.

Term/Acronym	Description
ACH	Automated Clearing House. A check clearing facility operated for the convenience of the banks in a particular region, generally through the regional Federal Reserve bank. Automated clearing houses electronically process interbank credits and debits. They may also handle the electronic transfer of government securities and client services such as the automatic deposit of clients' wages, direct deposit of Social Security checks, and pre-authorized payments of bills by banks
Account Number	Number encoded on checks (or other documents) to identify the holder of the bank account number
Artificial Intelligence (AI)	Machine learning is an application of artificial intelligence that provides systems the ability to learn without being explicitly programmed. JPMorgan Chase applies AI to enhance the Optical Character Recognition (OCR) engine for the most advanced paper EOB conversion technology currently available
Assignee	The person in which the item is assigned to. Assignee name is displayed
Assigned Date	The date the task is assigned by the Enhanced User
Assigned By	The name of the individual who assigned the item
Batch	Number of items (i.e., scanned images in the lockbox) processed at one time to form a bundle of work
Batch Amount	The dollar amount of all checks within the batch
Batch Date	The date on which the batch was created by the J.P. Morgan lockbox or image vendor
Batch/Deposit Date	The date on which the batch was created by the J.P. Morgan lockbox or image vendor OR the date on which the check was deposited
Batch Number	The number assigned to a batch by J.P. Morgan
Check Date	The date on which the check was written
Claim Count	The number of processed claims. Only applicable for EOB conversion clients
Credit	Payment received by the provider from the payer / insurer

Glossary

This glossary provides users of Healthcare Link with a common understanding of the terms and acronyms used in daily operations.

Term/Acronym	Description
DDA	Demand Deposit Account. Checking account where funds can be withdrawn at any time without prior notice to the bank
Deposit Date	Date on which the check was deposited
Division	A particular site or department within the provider's organization
Due Date	In Manual Posting, when an Enhanced User assigns an item, they can choose to have a due date for when the item needs to be posted
EDI	Electronic Data Interchange (EDI). The electronic exchange of routine business transactions. These transactions include such documents as purchase orders, invoices, inquiries, planning, acknowledgment, pricing, order status, scheduling, test results, shipping and receiving, payments, and financial reporting. EDI permits hundreds of unrelated companies to communicate and process business transactions electronically
EFT	Electronic Funds Transfer. The transfer of money initiated through electronic terminal, automated teller machine, computer, telephone, or magnetic tape
EOB	Explanation Of Benefits Document specifying the outcome of a claim submitted to an insurer by a provider. The document explains why certain charges were discounted, what was covered by insurance, why a claim was denied, etc. The insurer/payer sends the document to the provider and the patient. EOBs are typically paper documents but can be sent electronically by the insurer to the provider
DDA	Demand Deposit Account. Checking account where funds can be withdrawn at any time without prior notice to the bank
Deposit Date	Date on which the check was deposited
Division	A particular site or department within the provider's organization
Due Date	In Manual Posting, when an Enhanced User assigns an item, they can choose to have a due date for when the item needs to be posted
EDI	Electronic Data Interchange (EDI). The electronic exchange of routine business transactions. These transactions include such documents as purchase orders, invoices, inquiries, planning, acknowledgment, pricing, order status, scheduling, test results, shipping and receiving, payments, and financial reporting. EDI permits hundreds of unrelated companies to communicate and process business transactions electronically



Glossary

This glossary provides users of Healthcare Link with a common understanding of the terms and acronyms used in daily operations.

Term/Acronym	Description
EFT	Electronic Funds Transfer. The transfer of money initiated through electronic terminal, automated teller machine, computer, telephone, or magnetic tape
EOB	Explanation Of Benefits Document specifying the outcome of a claim submitted to an insurer by a provider. The document explains why certain charges were discounted, what was covered by insurance, why a claim was denied, etc. The insurer/payer sends the document to the provider and the patient. EOBs are typically paper documents but can be sent electronically by the insurer to the provider
ERA	Electronic Remittance Advice. The name (given by insurers) to the electronic file, which gets posted to the provider
File Name	The 835-file name
HIPAA	Health Insurance Portability and Accountability Act of 1996
Items Posted	When viewing by batch, a user can see total items in the batch and number of items posted within the batch
Latest Notes	The most recent notes the user entered while working on the assigned task
Lockbox	A receivables service that includes collection of checks from a designated P.O. Box, remittance, and processing of payments. Lockboxes are also known as sub-accounts, as they are linked to a DDA for pricing and billing purposes
Lockbox Number	The number of the J.P. Morgan lockbox used to process the paper documents (i.e., remittance advice, explanation of benefits) from the insurer
Modifier	A code used to further define a medical procedure or service
Negotiated Charge	The amount the insurer has negotiated to pay the provider for a particular service/procedure
OCR	Optical Character Recognition. Refers to the printed scan line of information on the bottom line of documents that is read with an optical reader
PAS	Patient Accounting System
Patient Account Number	A unique number associated with the patient



Glossary

This glossary provides users of Healthcare Link with a common understanding of the terms and acronyms used in daily operations.

Term/Acronym	Description
Patient Responsibility	The amount the patient must pay the provider, as specified on the contract between the patient and the payer / insurer
Payable Amount	The amount payable by the payer / insurer, i.e., the negotiated charge less any deductions such as patient responsibility, company payment, secondary payer / insurer amount, etc.
Payer	The name of the insurer.
Payment Number	A written order to a bank to pay another party the amount specified from funds on deposit
Payment Amount	The amount of the payment in dollars
Post(ed) Date	The date on which a batch, check, or transaction was posted.
Returned ERA	835 files returned to client
Search Criteria Pane	On some screens (e.g., the <i>Image Search by Check, Patient, Batch, or Lockbox (Tree View)</i> screens), the <i>Reports</i> pane expands to hide the <i>Search Criteria</i> (and <i>Alerts</i>) panes to increase the space available for viewing the report data. To re-display the <i>Search Criteria</i> pane, re-size the panes by clicking the small arrow on the dividing line to expand the pane
Site	The location of a particular division or department within the provider's organization
Total Items	Total Items in batch

Contacting Technical Support

J.P. Morgan Client Services & Technical Support representatives are ready to assist you with all your technical and general inquiries. Support telephone numbers appear on the J.P. Morgan Access® login screen under Client Resources. The Regional Help Desk Phone Numbers are listed

For issues logging into J.P. Morgan Access®, please contact the Solutions Center at 866-872-3321 and select Menu Option 1. For all other Healthcare Link inquiries, please contact your Client Service Representative

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