

J.P. Morgan Access[®]

USER GUIDE

Healthcare Link
Reconciliation Manager

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

The reconciliation manager feature enables you to view the reconciliation status of your payment/credit and electronic remittance advice (ERA) data files and the provided workflow tools aid you in reconciling exception items

With electronic processing, payments and corresponding EOB images may not be received and processed on the same day. Where data can be matched electronically, the system sets the data to “reconciled”

Where data cannot be matched, (e.g., where an EOB image is not available for a payment) the Reconciliation Management module can be used to assist you in keeping track of payments and/or ERA items

View Reconciliation Information

Reconciliation Manager can display transaction information
by remittances or by payments

Payments | Remittances

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.



J.P. Morgan | Healthcare Link Mike B. ▾ Help Log Off

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

Reconciliation Manager

Payments **1** Select which subset of payments to view in the table. **Unreconciled** is shown above. Other options include **Reconciled** and **Manually Posted Or Closed**

Payments Total \$4,720.00 Unreconciled \$0.00 Reconciled \$4,720.00 Manually Posted \$0.00 Closed \$0.00

04/13/2021 1:47:42 PM ET EXPORT

UNRECONCILED (8) RECONCILED (5) MANUALLY POSTED OR CLOSED (3) ALL (16) FILTERS

Showing Last 30 Days Search Payments

<input type="checkbox"/>	Status	Assignee	Deposit Date	Payment Type	Payer (Payment)	Payer (ERA)	Payment Number	Payment Amount	Payment Date	Payment Type	Payment Number	Details
<input type="checkbox"/>	Unreconciled	Unassigned	04/12/2021	ACH	—	—	—	\$220.00	—	—	—	VIEW
<input type="checkbox"/>	Unreconciled	Unassigned	04/12/2021	ACH	—	—	—	\$220.00	—	—	—	VIEW
<input type="checkbox"/>	Unreconciled	Mike Barry	03/29/2021	ACH	—	—	—	\$820.00	—	—	—	VIEW
<input type="checkbox"/>	Unreconciled	Unassigned	03/29/2021	ACH	—	—	—	\$220.00	—	—	—	VIEW
<input type="checkbox"/>	Unreconciled	Unassigned	03/29/2021	ACH	—	—	—	\$220.00	—	—	—	VIEW
<input type="checkbox"/>	Unreconciled	Unassigned	03/29/2021	ACH	—	—	—	\$220.00	—	—	—	VIEW
<input type="checkbox"/>	Unreconciled	Unassigned	03/29/2021	ACH	—	—	—	\$220.00	—	—	—	VIEW
<input type="checkbox"/>	Unreconciled	Unassigned	03/29/2021	ACH	—	—	—	\$220.00	—	—	—	VIEW

Page Size 25 1 to 8 of 8 Page 1 of 1

2 Select any or several items in the table and click on one of the actions (**Assign**, **Close**, etc.) below the table to process the item further

3 See the payment details by selecting **View**

ASSIGN UNASSIGN MANUALLY POST CLOSE ADD NOTE

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

RM Payments > Payment Details

Payment Details

Status: Manually Reconciled

Deposit: 03/22/2021

Check

Payer (Payment): Patient Pay

Payer (ERA): Aetna

Payment Number

Payment Amount: \$4,720.00

Lockbox Number

Batch Number: 69

Outbound File Name: -

Reconciliation Date: 03/25/2021

Division: 20

Originating Payer Name: -

Images (1) Reconciled

Status: Manually Reconciled

Assignee: Mike B.

Actioned Date: 03/25/2021

Assigned By: Jarek

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

2 Payment Images, Reconciled Remittances, and the History of the payment are available here

3 Images can be Annotated for future reference

4 Select one of the actions at the bottom of the Remittance Details screen (**Assign, Manually Post, Close, or Add Note**) to process the payment further

John Doe
123 Main Street
Anywhere, USA 900124

DATE: 9/29/2020

\$ 248.99

ADD NOTE

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View Reconciliation Information

Track the real time reconciliation status of all converted EOBs and native ERAs.

Allow users to distribute a file ahead of the reconciliation, while the payment remains reconciled (ahead of the reconciliation) to meet end of month deadlines.



View by Payment

View by Remittance

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Mike B. ▾ ? Help ↗ Log Off

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

Reconciliation Manager

Payments Total
\$4,720.00
Unreconciled
\$0.00
Reconciled
\$4,720.00
Manually Posted
\$0.00
Closed
\$0.00

Remittances

1
Select which subset of remittances to view in the table. **Unreconciled** is shown here. Other options include **Reconciled, Manually Posted or Closed, Distributed, or All**

10/28/2021 11:13 AM ET EXPORT

UNRECONCILED (36)
RECONCILED (0)
MANUALLY POSTED OR CLOSED (0)
DISTRIBUTED (0)
ALL (36)

Showing Last 30 Days
Search Remittances

<input type="checkbox"/>	Status	Assignee	Created Date	Data Source	Provider Account Number	Lockbox Number	Batch Number	
<input type="checkbox"/>	Unreconciled	Unassigned	10/14/2021	ERA		—	—	VIEW
<input type="checkbox"/>	Unreconciled	Unassigned	10/14/2021	ERA		—	ACH	VIEW
<input type="checkbox"/>	Unreconciled	Unassigned	10/14/2021	ERA		—	ACH	VIEW
<input type="checkbox"/>	Unreconciled	Unassigned	10/14/2021	ERA		—	ACH	VIEW
<input type="checkbox"/>	Unreconciled	Unassigned	10/14/2021	ERA		—	ACH	VIEW
<input type="checkbox"/>	Unreconciled	Unassigned	10/14/2021	ERA		—	ACH	VIEW

2
Select any or several items in the table and click on one of the actions (**Assign, Close, etc.**) below the table to process the item further

3
See the payment details by selecting **View**

Page Size 25 ▾
1 to 8 of 8 << < Page 1 of 1 > >>

ASSIGN UNASSIGN MANUALLY POST CLOSE ADD NOTE

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

RM Remittances > Remittance Details

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

2 Click on the tab to access scanned remittance Images, Reconciled Payments, or the History of the actions taken about the transactions

3 Select one of the actions at the bottom of the Remittance Details screen (Assign, Manually Reconcile, Manually Post, Close, Distribute or Add Note) to process the remittance further

Status: Unreconciled

Assignee: —

Actioned Date: 04/08/2021

Assigned By: —

Created Date: 03/25/2021

ERA

Provider Account Number: —

Lockbox Number: —

Batch Number: —

Payment Type: Other

Payer (Payment): —

Payer (ERA): Unknown or Mixed

Payment Number: —

Payment Amount: \$748.03

Division: —

Outbound File Name: —

Originating Payer Name: —

Images (3) History

Annotation Tools: T [Icon] [Icon] [Icon] [Icon] [Icon] [Icon] CLEAR ALL [Icon] [Icon]

Unknown or Mixed

Provider #: Demo Website Provider
339 W 32nd St
Yuma, AZ 85364

Provider #: —

CHECK/EFT #: PaymentNumber3397

CHECK/EFT DATE: 2021-03-25

PriProvRef	SERV DATES	POS	NOS	PROC	MODS	BILLED	ALLOWED	DEDUCT	CO-INS	COPAY	OTHER	GRP/RC-AMT
PATIENT	STUFF, THINGS											
REM:			1	11111		748.01	748.01	0.00	0.00	0.00	0.00	
PT RESP:	748.01											
CLAIM TOTALS:						748.01	748.01	0.00	0.00	0.00	0.00	0.00

ICN: 00000001
ACNT: PATIENTACTNU1M
ASG Y:

ASSIGN **UNASSIGN** **MANUALLY RECONCILE** **MANUALLY POST** **CLOSE** **DISTRIBUTE** **ADD NOTE**

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Reconciliation Actions



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

Reconciliation Manager

Remittances

Remittances Table:

Remittance Total	Unreconciled	Reconciled	Manually Posted	Closed	Distributed
\$5,945,811.49	\$45,581.46	\$3,140.00	\$1,068.03	\$320.00	\$5,895,702.00

Assign

Select Assignee from list below: *

Search Users

First Name	Last Name	Workload
Nate	Smith	0
Peri	Smith	0
Caryn	Smith	0
sumeshMFA	Smith	0
Kadambari	Smith	0
Raghavendra	Smith	0
Avinash	Smith	0

Select Due Date: 14 Apr 2021

Notes

250 Characters Max

CLEAR ASSIGN

1 Assign a Remittance or Payment by selecting one or more from the Remittance or Payments table and click on the **Assign** button on the table page

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

3 Select a Due Date

4 Add a note if needed

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

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

7 Click on the **Cancel** button to cancel the Assign process and return to the Remittance or Payments table

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

Reconciliation Manager

Remittances

UNRECONCILED (13) RECONCILED (1)

Status	Assignee
<input checked="" type="checkbox"/> Unreconciled	Unassigned
<input type="checkbox"/> Unreconciled	
<input type="checkbox"/> Unreconciled	
<input type="checkbox"/> Unreconciled	
<input type="checkbox"/> Unreconciled	
<input type="checkbox"/> Unreconciled	
<input type="checkbox"/> Unreconciled	
<input type="checkbox"/> Unreconciled	
<input type="checkbox"/> Unreconciled	
<input type="checkbox"/> Unreconciled	
<input type="checkbox"/> Unreconciled	
<input type="checkbox"/> Unreconciled	

Remittances Total: \$1,068.03
Unreconciled: \$320.00
Reconciled: \$5,895,702.00
Manually Posted: \$1,068.03
Closed: \$320.00
Distributed: \$5,895,702.00

04/13/2021 1:52:59 PM ET EXPORT

Search Remittances

Payment	Notes	Details
\$1,234.01		VIEW
\$5,703.08		VIEW
\$5,703.08		VIEW
\$2.94		VIEW

Manually Reconcile Remittance

Search Payment
Select Payment
Match Payment

Deposit View Range
Last 30 Days

Deposit Date Range
Start Date - End Date

Payer
All

Payment Amount

Payment Number

CANCEL
CLEAR
NEXT

Select one or more items from the Remittance table and click on the **Manually Reconcile** button on the table page

Select the criteria to search for reconcilable items in the Search Payments pop-up window

Click on the **Next** button to display a list of potentially reconcilable items in the Select Payments window

ASSIGN UNASSIGN **MANUALLY RECONCILE** MANUALLY POST CLOSE DISTRIBUTE ADD NOTE 1 Row Selected

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Reconciliation Manager

Remittances

UNRECONCILED (13) RECONCILED (1)

<input type="checkbox"/>	Status	Assignee
<input checked="" type="checkbox"/>	Unreconciled	Unassigned
<input type="checkbox"/>	Unreconciled	
<input type="checkbox"/>	Unreconciled	
<input type="checkbox"/>	Unreconciled	
<input type="checkbox"/>	Unreconciled	
<input type="checkbox"/>	Unreconciled	
<input type="checkbox"/>	Unreconciled	
<input type="checkbox"/>	Unreconciled	
<input type="checkbox"/>	Unreconciled	
<input type="checkbox"/>	Unreconciled	
<input type="checkbox"/>	Unreconciled	
<input type="checkbox"/>	Unreconciled	
<input type="checkbox"/>	Unreconciled	
<input type="checkbox"/>	Unreconciled	

Remittances Total: \$5,945,811.49
Unreconciled: \$45,581.46
Reconciled: \$3,140.00
Manually Posted: \$1,068.03
Closed: \$320.00
Distributed: \$5,895,702.00

04/13/2021 1:52:59 PM ET EXPORT

Search Remittances

Payment Amount	Notes	Details
\$180.00		VIEW
\$748.03		VIEW
\$1,034.01		VIEW
\$5,703.08		VIEW
\$5,703.08		VIEW
\$748.03		VIEW

Manually Reconcile Remittance

Search Payment
Select Payment
Match Payment

Review selected item(s):

Check/EFT Number	Total Amount	Payer	Deposit Date	Payment Method
	\$820.00	Aetna	03/29/2021	ACH

Leave a note: (Optional)

250 Characters Max

CANCEL

CLEAR BACK SUBMIT

6

Make sure the Selected Payment is correct

7

Add a note as needed

8

Click **Submit** to register the reconciliation of the payment

ASSIGN UNASSIGN MANUALLY RECONCILE MANUALLY POST CLOSE DISTRIBUTE ADD NOTE

1 Row Selected

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The screenshot shows the 'Reconciliation Manager' interface in the J.P. Morgan Healthcare Link system. At the top, there's a navigation bar with 'Home', 'Search', 'Manual Posting', 'Reconciliation' (active), 'User Management', and 'Reports'. Below this, a summary bar shows 'Remittances Total' as \$5,945,811.49, with sub-totals for Unreconciled, Reconciled, Manually Posted, Closed, and Distributed. The main area is titled 'Remittances' and shows a table with columns for Status, Assignee, Created Date, Data Source, Provider Account, Location, Batch, Payment, and Page. A 'Manually Post' pop-up window is open, containing a text area for notes, a 'CANCEL' button, a 'CLEAR' button, and a 'MANUALLY POST' button. Five numbered callouts provide instructions: 1. Selecting items from the table and clicking 'Manually Post'. 2. Adding a note in the pop-up. 3. Clicking 'Manually Post' to post the item. 4. Clicking 'Clear' to remove information from the pop-up. 5. Clicking 'Cancel' to return to the table.

1 Manually post a Remittance or Payment by selecting one or more items from the Remittance or Payments table and click on the **Manually Post** button on the table page

2 Add a note if needed

3 Click on the **Manually Post** button to post 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 Post process and return to the Remittance or Payments table

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

Mike B. ▾ ? Help ↗ Log Off

Reconciliation Manager
Remittances Total \$5,945,811.49
Unreconciled \$45,581.46
Reconciled \$3,140.00
Manually Posted \$1,068.03
Closed \$320.00
Distributed \$5,895,702.00

Remittances
Q 04/13/2021 1:52:59 PM ET EXPORT

UNRECONCILED (13) RECONCILED (1) MANUALLY POSTED OR CLOSED (3) DISTRIBUTED (1) ALL (18) FILTERS

State	Assignee	Created Date	Date	Payment (ERA)	Payment Number	Payment Amount	Notes	Details
<input checked="" type="checkbox"/>	Unreconciled	Unassigned	04/13/2021	ERA	Aetna	80.00		VIEW
<input type="checkbox"/>	Unreconciled		03/25/2021	ERA	Unknown	\$748.03		VIEW
<input type="checkbox"/>	Unreconciled		04/05/2021	ERA	Unknown	47.15		VIEW
<input type="checkbox"/>	Unreconciled			ERA	BCBS of GA	34.03		VIEW
<input type="checkbox"/>	Unreconciled			ERA	Unknown	47.15		VIEW
<input type="checkbox"/>	Unreconciled			ERA	BCBS of GA	34.02		VIEW
<input type="checkbox"/>	Unreconciled			ERA	Unknown			VIEW
<input type="checkbox"/>	Unreconciled		03/22/2021	ERA	Unknown	\$2.94		VIEW
<input type="checkbox"/>	Unreconciled		03/22/2021	ERA	Enhanced Loc...	\$180.00		VIEW
<input type="checkbox"/>	Unreconciled			ERA	Unknown	\$748.03		VIEW

Close

Leave a note: (Optional)

Enter notes

250 Characters Max

CANCEL

CLEAR

CLOSE

1

2

3

4

5

Click on the **Close** button to close the item

Add a note if needed

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

Click on the **Cancel** button to cancel the Close process and return to the Remittance or Payments table

Close a Remittance or Payment by selecting one or more items from the Remittance or Payments table and click on the **Close** button on the table page

ASSIGN UNASSIGN MANUALLY RECONCILE MANUALLY POST **CLOSE** DISTRIBUTE ADD NOTE

1 Row Selected

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The screenshot shows the 'Reconciliation Manager' interface in the J.P. Morgan Healthcare Link system. At the top, there are navigation tabs: Home, Search, Manual Posting, **Reconciliation**, User Management, and Reports. Below the tabs, a summary bar displays reconciliation statistics: Remittances Total (\$5,945,811.49), Unreconciled (\$45,581.46), Reconciled (\$3,140.00), Manually Posted (\$1,068.03), Closed (\$320.00), and Distributed (\$5,895,702.00). The main section is titled 'Remittances' and includes a filter bar with options: UNRECONCILED (13), RECONCILED (1), MANUALLY POSTED OR CLOSED (3), DISTRIBUTED (1), and ALL (18). A table of remittance items is visible, with columns for Status, Assignee, Created Date, and others. A 'Distribute' pop-up window is open, showing a text area for notes and buttons for 'CLEAR' and 'DISTRIBUTE'. Five numbered callouts provide instructions: 1. Select items and click 'DISTRIBUTE'. 2. Add a note if needed. 3. Click 'DISTRIBUTE' to distribute the item. 4. Click 'CLEAR' to remove information from the pop-up. 5. Click 'CANCEL' to return to the table.

1 Distribute a Remittance by selecting one or more items from the Remittance table and click on the **Distribute** button on the table page

2 Add a note if needed

3 Click on the **Distribute** button to distribute 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 Distribute process and return to the Remittance table

The screenshot shows the 'Reconciliation Manager' interface in the J.P. Morgan Healthcare Link system. At the top, there are navigation tabs: Home, Search, Manual Posting, **Reconciliation**, User Management, and Reports. Below these, a summary bar displays various financial metrics: Remittances Total (\$5,945,811.49), Unreconciled (\$45,581.46), Reconciled (\$3,140.00), Manually Posted (\$1,068.03), Closed (\$320.00), and Distributed (\$5,895,702.00).

The main section is titled 'Remittances' and includes a filter bar with options: UNRECONCILED (13), RECONCILED (1), MANUALLY POSTED OR CLOSED (3), DISTRIBUTED (1), and ALL (18). There is also a 'FILTERS' button and a search bar labeled 'Search Remittances'.

A table of remittance items is visible, with columns for Status, Assignee, Created Date, and a 'VIEW' button. One item is selected (checked). A 'Pop-up window' titled 'Add Note' is overlaid on the table. This window contains a text area labeled 'Enter notes' with a '250 Characters Max' limit, and buttons for 'CANCEL', 'CLEAR', and 'ADD NOTE'.

Five numbered callouts provide instructions:

1. Add a note to a Remittance or Payment by selecting one or more items from the Remittance or Payments table and click on the **Add Note** button on the table page.
2. Enter notes (in the 'Add Note' pop-up window).
3. Click on the **Add Note** button to add a note to 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 Remittance or Payments table.

At the bottom of the interface, there are buttons for 'ASSIGN', 'UNASSIGN', 'MANUALLY RECONCILE', 'MANUALLY POST', 'CLOSE', 'DISTRIBUTE', and 'ADD NOTE'. A footer note indicates '© 2021 J.P. Morgan Chase & Co'.

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
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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

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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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