

# J.P. Morgan Access<sup>®</sup>

## USER GUIDE

Healthcare Link  
Reports

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

# Report Features

Reports are available for Lockbox payments and ACH transactions. In addition, reconciliation reports for sending files to JPMC and receiving files from JPMC can be reviewed and downloaded if needed. All reports can be searched, filtered, and exported



## Reporting

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Healthcare Link offers a variety of report types to provide visibility into the file transfer processes and to enable you to define remittance recovery and secondary filing opportunities. Users with access to the reports feature can filter, sort, and search each of the report tables. For those reports that offer more information about specific line items, drill down detail views are provided.

NOTE: Not all reports are available for all user types or access levels. Please check with your manager or your JPMC Customer Service Associate to determine if your level of access is accurate for your role.

## Detailed Deposit Report

🕒 4/16/2021 3:17 PM EDT ⬇️ EXPORT

Date Range 09 Apr 2021 - 16 Apr 2021 📅 LOCKBOX ACH

Items 3 🔍 Search Report

Lockbox	Provider	Division	ERA Subtotal	Manual Post Subtotal	Total	Details
002100001		Demo Website Division - Advanced Radiol...	\$0.00	\$19,363.14	\$19,363.14	<a href="#">VIEW</a>
100001		Demo Website Division	\$0.00	\$38,726.28	\$38,726.28	<a href="#">VIEW</a>
1001		Demo Website Division	\$0.00	\$9,681.57	\$9,681.57	<a href="#">VIEW</a>

1

Click on the **Date Range** selection bar

Use the month and year selection to narrow down the range

Click on a specific date to begin the range and then a second specific date to end the range

Click the **Apply** button to register the date range for the date to be selected from

Page Size 25 ▾

1 to 3 of 3 << < Page 1 of 1 > >>

## Detailed Deposit Report

🕒 4/16/2021 3:17 PM EDT 📄 EXPORT

Date Range 09 Apr 2021 - 16 Apr 2021 📅 LOCKBOX ACH

1 Type any term in the **Search bar** and the table will refresh for rows that contain that term

Items 3 🔍 Search Report

Lockbox	Provider	Division	ERA Subtotal	Manual Post Subtotal	Details
002100001	Demo Website Provider	Demo Website Division - Advanced Radiol...	\$0.00	\$19,363.14	<a href="#">VIEW</a>
100001	Demo Website Provider	Demo Website Division	\$0.00	\$38,726.28	<a href="#">VIEW</a>
1001	Demo Website Provider	Demo Website Division	\$0.00	\$9,681.57	<a href="#">VIEW</a>

2 Click on a column header to sort the column in ascending or descending order

4 Select which (or all) row items to filter by in the column

3

Click on the three dots on the column header and then click on the **Filter** icon to filter the column

Filter

Search...

☒ (Select All)

☒ \$9,681.57

☒ \$19,363.14

☒ \$38,726.28

Page Size 25 ▾

1 to 3 of 3 << < Page 1 of 1 > >>

## Detail Deposit Report

2/25/2021 10:52 AM EST EXPORT

Date Range 01 Nov 2020 - 31 Dec 2020 **LOCKBOX** ACH

Items 17 Search

1

Click on the **Export** button on the search table to open a Save As window. An Excel® spreadsheet containing all the information displayed in the table will be saved

Lockbox	Provider	Division	ERA Subtotal	Manual Post Subtotal	Total		Details
277651	United Healthcare	United Healthcare	\$141,608.89	\$1,299,679.07			
10209	United Healthcare	United Healthcare	\$15,782.80	\$26,781.68			
290531	United Healthcare	United Healthcare	\$4,502.44	\$0.00			
10331	United Healthcare	United Healthcare	\$2,552.31	\$0.00			
277651	United Healthcare	United Healthcare	\$2,433.42	\$1,095,162.11			
10331	United Healthcare	United Healthcare	\$1,217.83	\$4,732.34			
277651	United Healthcare	United Healthcare	\$182.00	\$0.00			
10209	United Healthcare	United Healthcare	\$51.49	\$0.00			
110209	United Healthcare	United Healthcare	\$0.00	\$0.00	\$0.00		VIEW
27662	United Healthcare	United Healthcare	\$0.00	\$0.00	\$0.00		VIEW
27663	United Healthcare	United Healthcare	\$0.00	\$0.00	\$0.00		VIEW
27670	United Healthcare	United Healthcare	\$0.00	\$0.00	\$0.00		VIEW
27677	United Healthcare	United Healthcare	\$0.00	\$0.00	\$0.00		VIEW
27764	United Healthcare	United Healthcare	\$0.00	\$0.00	\$0.00		VIEW
277650	United Healthcare	United Healthcare	\$0.00	\$0.00	\$0.00		VIEW
277650	United Healthcare	United Healthcare	\$0.00	\$0.00	\$0.00		VIEW
277651	United Healthcare	United Healthcare	\$0.00	\$11,488.01	\$11,488.01		VIEW

Page Size 25 ▾

1 to 3 of 3 << < Page 1 of 1 > >>

# Report Types

Select from Deposit Detail (Lockbox and ACH), 835 Summary,  
Inbound Files, and Outbound Files reports



The screenshot shows the J.P. Morgan Healthcare Link interface. At the top, the 'Reports' menu item is highlighted. A callout box labeled '1' points to this menu item with the text: 'Click on **Reports** from main Healthcare Link menu'. Below the 'Reports' menu, there are two columns of report types: 'RECONCILIATION REPORTS' (Deposit Detail, 835 Summary) and 'FILE PROCESSING REPORTS' (Inbound Files, Outbound Files). A second callout box labeled '2' points to this list with the text: 'Select one of the report types from the list shown:' followed by a bulleted list: '• Deposit Detail (Lockbox and ACH)', '• 835 Summary', '• Inbound Files', and '• Outbound Files'.

Report Name	Report Description
<b>Deposit Detail Report</b>	<p>Lockbox and ACH Reconciliation reports are both under the Deposit Detail report and provide transparency into dollars manually posted versus dollars auto posted through electronic means.</p> <ul style="list-style-type: none"> <li>• <b>Lockbox:</b> View all files scanned and transferred from a lockbox into Healthcare Link for a selected date range.</li> <li>• <b>ACH:</b> Reconcile between your bank deposits, the reconciliation manager, and your patient accounting system (PAS) by matching items that have/have not been posted into your PAS.</li> </ul>
<b>835 Summary</b>	View remittances split by PAS (Patient Accounting System) and provider level adjustments to account for the full disposition of each 835 (native ERA and converted EOB). Use the 835 Summary Report to view a summary of paid claims including primary and secondary payments, as well as any recoupments and/or adjustments (i.e., credits or debits to the payment made to a provider)
<b>Inbound Files Report</b>	Provides an audit trail of all files received by HCL, including date received and processed date. View all Inbound EOBs, PAS and BAI files to see at a glance what came in and when.
<b>Outbound Files Report</b>	An audit trail of all files; including file names and date / time stamp. This report provides confirmation of file receipt and helps track any missing files. View all of the files that are "Outbound" to verify that HCL has processed the Inbound files and have reconciled payments and remittances

## Detail Deposit Report

2/25/2021 10:52 AM EST EXPORT

Date Range 01 Nov 2020 - 31 Dec 2020

**LOCKBOX** ACH

1

Click on **Lockbox** to display lockbox data in the report table

Items 17 Search

Lockbox	Provider	Division	Manual Post Subtotal	Details
277651	...	...	\$141,608.89	VIEW
10209	...	...	\$15,782.80	VIEW
290531	...	...	\$4,502.44	VIEW
10331	...	...	\$2,552.31	VIEW
277651	...	...	\$2,433.42	VIEW
10331	...	...	\$1,217.83	VIEW
277651	...	...	\$182.00	VIEW
10209	...	...	\$51.49	VIEW
110209	...	...	\$0.00	VIEW
27662	...	...	\$0.00	VIEW
27663	...	...	\$0.00	VIEW
27670	...	...	\$0.00	VIEW
27677	...	...	\$0.00	VIEW
27764	...	...	\$0.00	VIEW
277650	...	...	\$0.00	VIEW
277650	...	...	\$0.00	VIEW
277651	...	...	\$0.00	VIEW

Click on the **View** button to open the detail view of the row item

2

Page Size 25 ▾

1 to 3 of 3 < < Page 1 of 1 > >

[< Return To Deposits](#)

## Lockbox Details

▼ **Lockbox 100001**

🕒 4/16/2021 3:20 PM EDT ⬇️ EXPORT

Lockbox 100001	Provider Demo Website Provider	Division Demo Website Division	ERA Subtotal \$0.00	Manual Post Subtotal \$38,726.28	Total \$38,726.28
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Items 12 🔍 Search Report

1 Details about the Lockbox are available at the top of the screen

2 Information about the specific batches in the lockbox are available in each row

3 Click on the View button to open the detail view of the row item

Batch Number	Batch Date	ERA Subtotal	Manual Post Subtotal	Total	Details
7319	04/16/2021	\$0.00	\$5,332.61	\$5,332.61	<a href="#">VIEW</a>
7316	04/15/2021	\$0.00	\$5,332.61	\$5,332.61	<a href="#">VIEW</a>
7107	04/14/2021	\$0.00	\$5,332.61	\$5,332.61	<a href="#">VIEW</a>
7105	04/13/2021	\$0.00	\$2,591.78	\$2,591.78	<a href="#">VIEW</a>
7320	04/16/2021	\$0.00	\$2,591.78	\$2,591.78	<a href="#">VIEW</a>
7106	04/14/2021	\$0.00	\$1,757.18	\$1,757.18	<a href="#">VIEW</a>
7104	04/13/2021	\$0.00	\$5,332.61	\$5,332.61	<a href="#">VIEW</a>
7103	04/13/2021	\$0.00	\$1,757.18	\$1,757.18	<a href="#">VIEW</a>
7317	04/15/2021	\$0.00	\$2,591.78	\$2,591.78	<a href="#">VIEW</a>
7315	04/15/2021	\$0.00	\$1,757.18	\$1,757.18	<a href="#">VIEW</a>
7318	04/16/2021	\$0.00	\$1,757.18	\$1,757.18	<a href="#">VIEW</a>
7108	04/14/2021	\$0.00	\$2,591.78	\$2,591.78	<a href="#">VIEW</a>

Page Size 25 ▾

1 to 3 of 3 < < Page 1 of 1 > >

[< Return To Deposits](#)

## Lockbox Details

▼ Lockbox 100001

🕒 4/16/2021 3:20 PM EDT ⬇️ EXPORT

▼ Batch 7107

4

Details about the Batch are available at the top of the screen

Lockbox 100001	Provider Demo Website Provider	Division Demo Website Division	ERA Subtotal \$0.00	Manual Post Subtotal \$38,726.28	Total \$38,726.28
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Batch Number 7107	Batch Date 04/14/2021	ERA Subtotal \$0.00	Manual Post Subtotal \$5,332.61	Total \$5,332.61
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Items 20 🔍 Search Report

Status	Payer	Check Number	Check Amount	Images
MANUAL	Unknown or Mixed		\$41.39	IMAGES (3)
MANUAL	Liberty Mutual		\$211.40	IMAGES (5)
MANUAL	Unknown or Mixed		\$112.97	IMAGES (3)
MANUAL	Unknown or Mixed		\$178.95	IMAGES (3)
MANUAL	VillageCareMAX		\$8.17	IMAGES (3)
MANUAL	WellCare Health		\$134.22	IMAGES (3)
MANUAL	National General Insurance		\$249.93	IMAGES (3)
MANUAL	Humana		\$76.41	IMAGES (5)
MANUAL	Humana		\$403.18	IMAGES (7)
MANUAL	Humana		\$353.24	IMAGES (5)
MANUAL	Humana		\$30.23	IMAGES (3)

Information about the specific transactions in the batch are available in each row

[< Return To Deposits](#)

## Lockbox Details

🕒 4/16/2021 3:20 PM EDT ⬇️ EXPORT

### ▼ Lockbox 100001

Lockbox 100001	Provider Demo Website Provider	Division Demo Website Division	ERA Subtotal \$0.00	Manual Post Subtotal \$38,726.28	Total \$38,726.28
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### ▼ Batch 7107

Batch Number 7107	Batch Date 04/14/2021	ERA Subtotal \$0.00	Manual Post Subtotal \$5,332.61	Total \$5,332.61
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Items 20 🔍 Search Report

### ▼ Images Humana

Status MANUAL	Payer Humana	Check Number -----	Check Amount \$76.41
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6

User can see checks associated with the batch

< 2 of 3 > + ZOOM IN - ZOOM OUT 🔄 ROTATE 🖨️ INVERT | Annotation Tools: T 🖋️ ✏️ 🗑️ ↶️ ↷️ 🗑️ CLEAR ALL 📄 ⬇️



## Detailed Deposit Report

🕒 4/16/2021 3:26 PM EDT ⬇️ EXPORT

Date Range 09 Apr 2021 - 16 Apr 2021 📅

LOCKBOX ACH

1

Click on **ACH** to display ACH data in the report table

Items 3 🔍 Search Report

Provider	Division	Provider Account Number	Individual ID Number	Deposit Date	EFT Number	Originating Company Name	Originating Company Identifier	Payer	ERA Subtotal	Manual Post Subtotal
Demo Website Prov...	Demo Website Division	222XXXXXXX	17	04/14/2021			9000004108	Aetna	\$0.00	\$100.00
Demo Website Prov...	Demo Website Division	222XXXXXXX	17	04/14/2021			9000004108	Aetna	\$0.00	\$100.00
Demo Website Prov...	Demo Website Division	222XXXXXXX	17	04/14/2021			9000004108	Aetna	\$0.00	\$100.00

Page Size 25 ▾

1 to 3 of 3 << < Page 1 of 1 > >>

## 835 Summary Report

🕒 4/16/2021 3:33 PM EDT ⬇️ EXPORT

Date Range 01 Sep 2020 - 31 Oct 2020 📅 Payer All ▾

🔍 Search Report

Payment Number	Payment Amount	Primary Claims Total	Claims Paid as Primary	Secondary Claims Total	Claims Paid as Secondary	Other Payments	Recoupment	Details
00000000		\$38.65	2	\$0.00	0			<a href="#">VIEW</a>
00000000		\$0.00	0	\$0.00	0			<a href="#">VIEW</a>
00000000		\$15.02	1	\$0.00	0			<a href="#">VIEW</a>
00000000		\$252.15	4	\$0.00	0			<a href="#">VIEW</a>
00000000		\$5,400.58	137	\$0.00	0	\$0.00	0	<a href="#">VIEW</a>
00000000	\$895.38	\$912.73	2	\$0.00	0	\$0.00	0	<a href="#">VIEW</a>
00000000	\$316.08	\$277.43	5	\$0.00	0	\$0.00	0	<a href="#">VIEW</a>
00000000	\$1,451.41	\$0.00	0	\$12.78	2	\$0.00	0	<a href="#">VIEW</a>
00000000	\$7,263.57	\$6,151.29	31	\$65.05	3	\$0.00	0	<a href="#">VIEW</a>
00000000	\$17,318.12	\$6,082.75	1	\$0.00	0	\$0.00	0	<a href="#">VIEW</a>
00000000	\$497.83	\$0.00	0	\$359.16	13	\$0.00	0	<a href="#">VIEW</a>
00000000	\$1,451.41	\$0.00	0	\$1,438.63	14	\$0.00	0	<a href="#">VIEW</a>
00000000	\$4,108.12	\$3,487.45	10	\$468.49	8	\$0.00	0	<a href="#">VIEW</a>
00000000	\$2,427.42	\$1,102.62	1	\$0.00	0	\$0.00	0	<a href="#">VIEW</a>

1

Information about the specific payments in the summary are available in each row

Click on the **View** button to open the detail view of the row item

2

Page Size 25 ▾

1 to 3 of 3 << < Page 1 of 1 > >>

< [Back to 835 Summary Report](#)

## Payment Number 0000000 Adjustments

🕒 4/16/2021 3:33 PM EDT ⬇️ EXPORT

Payment Number 0000000	Payment Amount \$5,368.11	Primary Claims Total \$5,400.58	Claims Paid as Primary 137	Secondary Claims Total \$0.00	Claims Paid as Secondary —	Other Payments Total \$0.00
Other Claims —	Recoupment Claims Total (\$71.66)	Recoupment Claims 3	Provider Level Credits Total 2	Credits by Type \$39.19	Provider Level Debits Total —	Debits by Type \$0.00

1  
Details about the Payment are available at the top of the screen

🔍 Search Report Details

Reference ID	Reason Code Description	Provider Level Credits	Provider Level Debits
0160900	UNSPECIFIED RECOVERY		\$24.17 \$0.00
25778821	LUMP SUM		\$15.02 \$0.00

2  
Information about the specific payment references are available in each row

## Inbound File Report

🕒 4/16/2021 3:39 PM EDT 📄 EXPORT

Date Range 09 Apr 2021 - 16 Apr 2021 📅

🔍 Search Report

Status	File Type	File Name	Record Count	Date Received	Date Processed
Sent For Processing	Electronic EOB	MASKED_HDRIVECO.PAYMENTS.X12_835.Remit...	1	04/09/2021 2:04:45 PM	04/09/2021 2:04:45 PM
Sent For Processing	Electronic EOB	MASKED_AETNAreconcile_835_1124404868_202...	2	04/09/2021 2:04:45 PM	04/09/2021 2:04:45 PM
Sent For Processing	Electronic EOB	eeob-dev-claims.Apr0921_104724.835	1	04/09/2021 2:48:45 PM	04/09/2021 2:48:45 PM
Sent For Processing	Electronic EOB	new-rm-claims-Cigna.Apr0921_110345.835	1	04/09/2021 3:04:45 PM	04/09/2021 3:04:46 PM
Sent For Processing	Electronic EOB	new-rm-claims-Cigna.Apr0921_110902.835	1	04/09/2021 3:10:46 PM	04/09/2021 3:10:46 PM
Sent For Processing	Electronic EOB	eeob-dev-claims.Apr0921_115215.835	1	04/09/2021 3:53:03 PM	04/09/2021 3:53:03 PM
Sent For Processing	Electronic EOB	eeob-dev-claims.Apr0921_115742.835	1	04/09/2021 3:59:03 PM	04/09/2021 3:59:03 PM
Sent For Processing	PAS	rme-rule-pymt-num1.Apr0921_115821.txt	1	04/09/2021 3:59:04 PM	04/09/2021 3:59:04 PM
Sent For Processing	PAS	rme-rule-pymt-num1.Apr0921_115903.txt	1	04/09/2021 4:01:05 PM	04/09/2021 4:01:05 PM
Sent For Processing	PAS	rme-rule-pymt-num1.Apr0921_120508.txt	1	04/09/2021 4:07:04 PM	04/09/2021 4:07:04 PM
Sent For Processing	Electronic EOB	eeob-dev-claims.Apr0921_122017.835	1	04/09/2021 4:21:03 PM	04/09/2021 4:21:04 PM
Sent For Processing	Electronic EOB	eeob-dev-claims.Apr0921_134008.835	1	04/09/2021 5:41:05 PM	04/09/2021 5:41:05 PM
Sent For Processing	PAS	rme-rule-pymt-num1.Apr0921_134524.txt	1	04/09/2021 5:47:05 PM	04/09/2021 5:47:06 PM
Sent For Processing	Electronic EOB	new-rm-claims-Cigna.Apr0921_142154.835	1	04/09/2021 6:23:05 PM	04/09/2021 6:23:05 PM
Sent For Processing	PAS	rme-rule-pymt-num1.Apr0921_142740.txt	1	04/09/2021 6:29:06 PM	04/09/2021 6:29:06 PM

1  
Information about specific inbound files is available in each row

Page Size 25 ▾

1 to 25 of 34 << < Page 1 of 2 > >>

## Outbound File Reports

6/21/2018, 3:23 PM EST EXPORT

Date Range 5 Oct 2020 - 5 Oct 2020

Items 200 Search

Status	File Type	Total Payment Amount	Distributed Date	Division	File Name	Details
Distributed	EPIC	\$16,983.77	9/10/2020	Division ABCD Division 1234	LCMCSvcArea50_09102020_1600318800327.txt	<a href="#">VIEW</a>
Distributed	BAI	\$43,234.23	9/10/2020	Division ABCD Division 1234	LCMCSvcArea50_09102020_1600318800327.txt	<a href="#">VIEW</a>
Distributed	Indexed Image	\$1,323.22	9/10/2020	Division ABCD Division 1234	LCMCSvcArea50_09102020_1600318800327.txt	<a href="#">VIEW</a>
<div><div></div><div>We're working on processing your file. Your file will be sent once it is processed.</div></div>	EPIC	\$16,983.77	—	Division ABCD Division 1234	LCMCSvcArea50_09102020_1600318800327.txt	<a href="#">VIEW</a>
Failed	EPIC	\$43,234.23	—	Division ABCD Division 1234	LCMCSvcArea50_09102020_1600318800327.txt	<a href="#">VIEW</a>
Distributed	Remittance (835)	\$1,323.22	9/10/2020	Division ABCD Division 1234	LCMCSvcArea50_09102020_1600318800327.txt	<a href="#">VIEW</a>
Distributed		\$16,983.77	9/10/2020	Division ABCD Division 1234	LCMCSvcArea50_09102020_1600318800327.txt	<a href="#">VIEW</a>
Distributed		\$43,234.23	9/10/2020	Division ABCD Division 1234	LCMCSvcArea50_09102020_1600318800327.txt	<a href="#">VIEW</a>
<div><div></div><div>Pending</div></div>		\$1,323.22	—	Division ABCD Division 1234	LCMCSvcArea50_09102020_1600318800327.txt	<a href="#">VIEW</a>
Distributed	Indexed Image	\$16,983.77	—	Division ABCD Division 1234	LCMCSvcArea50_09102020_1600318800327.txt	<a href="#">VIEW</a>
Distributed	EPIC	\$43,234.23	9/10/2020	Division ABCD Division 1234	LCMCSvcArea50_09102020_1600318800327.txt	<a href="#">VIEW</a>
Distributed	EPIC	\$1,323.22	9/10/2020	Division ABCD Division 1234	LCMCSvcArea50_09102020_1600318800327.txt	<a href="#">VIEW</a>
<div><div></div><div>Pending</div></div>	BAI	\$16,983.77	9/10/2020	Division ABCD Division 1234	LCMCSvcArea50_09102020_1600318800327.txt	<a href="#">VIEW</a>

Click on the **View** button to open the detail view of the row item

Information about the specific payments in the summary are available in each row

[< Back to Outbound File Report](#)

## Remittance (835) File Details

Status Distributed File Type Remittance (835) Total Payment Amount \$5,197.35 Distributed Date 11/20/2020 Division **1** File Name 835\_OUTBOUND\_11\_20\_2020\_12432590300.txt

Details about the file are available at the top of the screen

🕒 2/25/2021 11:47 AM EST ⬇️ EXPORT

Items 5 🔍 Search

Transaction Number	Transaction Amount	Distribution Reason	Payer	Payment Type	Lockbox	Batch	Item Number	Division
985237	\$2,392.44	Reconciled	Aetna	Credit Card	5321	41	3	2
985237	\$2,392.44	Reconciled	Aetna	Credit Card	5321	41	3	2
985237	\$2,392.44	Reconciled	Aetna	Credit Card	5321	41	3	2
985237	\$2,392.44	Reconciled	Aetna	Credit Card	5321	41	3	2
985237	\$2,392.44	Reconciled	Aetna	Credit Card	5321	41	3	2

**2**

Information about the specific payment items is available in each row

Page Size 25 ▾

1 to 5 of 5 ⏪ ⏩ Page 1 of 1 ⏪ ⏩

# FAQs



## FAQs

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➤ **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
<b>ACH</b>	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
<b>Account Number</b>	Number encoded on checks (or other documents) to identify the holder of the bank account number
<b>Artificial Intelligence (AI)</b>	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
<b>Assignee</b>	The person in which the item is assigned to. Assignee name is displayed
<b>Assigned Date</b>	The date the task is assigned by the Enhanced User
<b>Assigned By</b>	The name of the individual who assigned the item
<b>Batch</b>	Number of items (i.e., scanned images in the lockbox) processed at one time to form a bundle of work
<b>Batch Amount</b>	The dollar amount of all checks within the batch
<b>Batch Date</b>	The date on which the batch was created by the J.P. Morgan lockbox or image vendor
<b>Batch/Deposit Date</b>	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
<b>Batch Number</b>	The number assigned to a batch by J.P. Morgan
<b>Check Date</b>	The date on which the check was written
<b>Claim Count</b>	The number of processed claims. Only applicable for EOB conversion clients
<b>Credit</b>	Payment received by the provider from the payer / insurer

## Glossary

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Term/Acronym	Description
<b>DDA</b>	Demand Deposit Account. Checking account where funds can be withdrawn at any time without prior notice to the bank
<b>Deposit Date</b>	Date on which the check was deposited
<b>Division</b>	A particular site or department within the provider's organization
<b>Due Date</b>	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
<b>EDI</b>	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
<b>EFT</b>	Electronic Funds Transfer. The transfer of money initiated through electronic terminal, automated teller machine, computer, telephone, or magnetic tape
<b>EOB</b>	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
<b>DDA</b>	Demand Deposit Account. Checking account where funds can be withdrawn at any time without prior notice to the bank
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Term/Acronym	Description
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<b>EOB</b>	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
<b>ERA</b>	Electronic Remittance Advice. The name (given by insurers) to the electronic file, which gets posted to the provider
<b>File Name</b>	The 835-file name
<b>HIPAA</b>	Health Insurance Portability and Accountability Act of 1996
<b>Items Posted</b>	When viewing by batch, a user can see total items in the batch and number of items posted within the batch
<b>Latest Notes</b>	The most recent notes the user entered while working on the assigned task
<b>Lockbox</b>	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
<b>Lockbox Number</b>	The number of the J.P. Morgan lockbox used to process the paper documents (i.e., remittance advice, explanation of benefits) from the insurer
<b>Modifier</b>	A code used to further define a medical procedure or service
<b>Negotiated Charge</b>	The amount the insurer has negotiated to pay the provider for a particular service/procedure
<b>OCR</b>	Optical Character Recognition. Refers to the printed scan line of information on the bottom line of documents that is read with an optical reader
<b>PAS</b>	Patient Accounting System
<b>Patient Account Number</b>	A unique number associated with the patient

## Glossary

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Term/Acronym	Description
<b>Patient Responsibility</b>	The amount the patient must pay the provider, as specified on the contract between the patient and the payer / insurer
<b>Payable Amount</b>	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.
<b>Payer</b>	The name of the insurer.
<b>Payment Number</b>	A written order to a bank to pay another party the amount specified from funds on deposit
<b>Payment Amount</b>	The amount of the payment in dollars
<b>Post(ed) Date</b>	The date on which a batch, check, or transaction was posted.
<b>Returned ERA</b>	835 files returned to client
<b>Search Criteria Pane</b>	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
<b>Site</b>	The location of a particular division or department within the provider's organization
<b>Total Items</b>	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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