

# J.P. Morgan Access<sup>®</sup>

What's New In Healthcare Link<sup>®</sup>  
Reconciliation Manager Enterprise Feature Updates



J.P.Morgan



## What's New In HCL?

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

## What's New In RECONCILIATION MANAGER ENTERPRISE?

**Healthcare Link Reconciliation Manager Enterprise** allows you to view the reconciliation status of payments/credits and Patient Accounting Systems (PAS) and the provided workflow tools aid you in reconciling exception items.

The following has been updated in:

- A new **Dashboard** view and updated summary statuses present an overview of the overall reconciliation progress. Users can link directly to the reconciliation information from the dashboard.
- Reconciliation processes for payment and patient accounting system items are easier to perform and track with the new user interface. *A persistent search bar, configurable default table parameters, and filter-by-column allow precise and comprehensive production.*
- Assigning tasks and viewing assigned tasks can now be performed directly from the Payment or Reconciliation item table.

**HCL Dashboard**

Payments & Patient Accounting Breakdown

Patient Accounting Grand Total: \$72,910,227.98

Matched Patient Accounting

Matched	\$63,606,772.48
Unmatched	\$9,303,338.01
Closed	\$117.49

1: Type dropdown menu (Patient Accounting, Payments)

2: VIEW PATIENT ACCOUNTING button

**NOTE:** The Dashboard is only available for Enhanced Users.

1. Choose **Payments** or **Patient Accounting** information to display in the pane.
2. Click the **View Patient Accounting** button to go to the Reconciliation Manager Enterprise **Patient Accounting** table.
3. A high-level summary of PAS information is available at the top of the Reconciliation Manager Enterprise page.

**Reconciliation Manager Enterprise**

Patient Accounting Total: \$72,910,227.98

Matched: \$63,606,772.48

Unmatched: \$9,303,338.01

Closed: \$117.49

3: Summary bar

Patient Accounting

UNMATCHED (39.1K+) | MATCHED (46.3K+) | CLOSED (6) | ALL (85.5K+) | FILTERS

Showing 11/01/2020 - 12/31/2020

Status	Payment Applied Status	Assignee	Deposit Date	Date Posted in PAS	PAS Batch Number	Payment Number	Payment Amount	Applied Amount	PAS Payer	Details
Unmatched	Unapplied	Unassigned	05/19/2020	11/30/2020	210780433		(\$587.49)	(\$587.49)		VIEW
Unmatched	Unapplied	Francis Allarey	06/09/2020	11/30/2020	210780433		(\$1,218.74)	(\$1,218.74)		VIEW
Unmatched	Unapplied	Unassigned	08/04/2020	11/30/2020	210793864		\$367.07	\$367.07		VIEW
Unmatched	Unapplied	Unassigned	08/18/2020	11/30/2020	210780420		(\$40.00)	(\$40.00)		VIEW
Unmatched	Unapplied	Unassigned	09/08/2020	11/30/2020	210794619		(\$700.00)	(\$700.00)		VIEW
Unmatched	Unapplied	Unassigned	09/09/2020	11/30/2020	210780537		\$1,291.52	\$1,291.52		VIEW
Unmatched	Unapplied	Unassigned	09/09/2020	11/30/2020	210780537		(\$1,610.62)	(\$1,610.62)		VIEW
Unmatched	Unapplied	Unassigned	09/09/2020	11/30/2020	210780320		(\$239.81)	(\$239.81)		VIEW
Unmatched	Unapplied	Unassigned	09/23/2020	11/30/2020	210516537		(\$60.00)	(\$120.00)		VIEW
Unmatched	Unapplied	Unassigned	09/25/2020	11/30/2020	210780537		(\$1,560.00)	(\$1,560.00)		VIEW
Unmatched	Unapplied	Unassigned	09/25/2020	11/30/2020	210780537		(\$237.33)	(\$237.33)		VIEW
Unmatched	Unapplied	Unassigned	09/25/2020	11/30/2020	210780537		(\$25.54)	(\$25.54)		VIEW
Unmatched	Unapplied	Unassigned	09/29/2020	11/30/2020	210781322		(\$200.00)	(\$200.00)		VIEW
Unmatched	Unapplied	Unassigned	10/03/2020	11/30/2020	210780440		(\$206.17)	(\$206.17)		VIEW
Unmatched	Unapplied	Unassigned	10/08/2020	11/30/2020	29647687		\$3.62	\$7.24		VIEW
Unmatched	Unapplied	Unassigned	10/09/2020	11/30/2020	210794911		(\$130.00)	(\$130.00)		VIEW
Unmatched	Unapplied	Unassigned	10/15/2020	11/30/2020	210780440		(\$210.00)	(\$210.00)		VIEW
Unmatched	Unapplied	Unassigned	10/20/2020	11/30/2020	210780440		\$778.50	\$778.50		VIEW

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ASSIGN UNASSIGN MANUALLY MATCH CLOSE ADD NOTE 1 Row Selected

1. Select which subset of payments to view in the table. **UNRECONCILED** is shown.
2. Use the Filters pane to narrow down the table options.
3. Use the **Search Payments** field to look for any detail in the selected payments.
4. Select any number of items in the table and click on an action (**ASSIGN, MANUALLY MATCH, etc.**) to process the item(s) further.
5. Click **View** to go to the item details page

**HCL Payments RME Table**

Reconciliation Summary:

Payments Total	\$115,330,451.03	Matched	\$63,026,508.45	Unmatched	\$52,289,924.61	Closed	\$14,017.97	Applied	\$44,459,572.17	Over-Applied	\$508.77	\$488,273.92
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Payments Table:

UNMATCHED (6.4K+)	MATCHED (34.0K+)	CLOSED (5)	ALL (40.5K+)	FILTERS	Showing 11/01/2020 - 12/31/2020			
<input type="checkbox"/>	Unmatched	Unapplied	Unassigned	11/13/2020	ACH	\$275.00	\$0.00	VIEW
<input type="checkbox"/>	Unmatched	Unapplied	Unassigned	11/30/2020	ACH	\$1,566.08	\$0.00	VIEW
<input checked="" type="checkbox"/>	Unmatched	Unapplied	Unassigned	11/27/2020	ACH	\$17,266.28	\$0.00	VIEW
<input checked="" type="checkbox"/>	Unmatched	Unapplied	Unassigned	11/27/2020	ACH	\$21,094.89	\$0.00	VIEW
<input checked="" type="checkbox"/>	Unmatched	Unapplied	Unassigned	12/02/2020	ACH	\$59.59	\$0.00	VIEW
<input checked="" type="checkbox"/>	Unmatched	Unapplied	Unassigned	12/02/2020	ACH	\$20.64	\$0.00	VIEW
<input type="checkbox"/>	Unmatched	Unapplied	Unassigned	12/02/2020	ACH	\$743.08	\$0.00	VIEW
<input type="checkbox"/>	Unmatched	Unapplied	Unassigned	12/02/2020	ACH	\$161.76	\$0.00	VIEW
<input type="checkbox"/>	Unmatched	Unapplied	Unassigned	12/02/2020	ACH	\$130.91	\$0.00	VIEW
<input type="checkbox"/>	Unmatched	Unapplied	Unassigned	12/02/2020	ACH	\$48.45	\$0.00	VIEW
<input type="checkbox"/>	Unmatched	Unapplied	Unassigned	12/02/2020	ACH	\$64.12	\$0.00	VIEW
<input type="checkbox"/>	Unmatched	Unapplied	Unassigned	12/02/2020	ACH	\$545.70	\$0.00	VIEW

Action Bar: **ASSIGN** **UNASSIGN** **CLOSE** **APPLY AMOUNT** **MANUALLY MATCH** **UPDATE CATEGORY** **ADD NOTE** 4 Rows Selected

**NOTE:** PAS Batch Number field is available in RME Patient Accounting, but not in Payments.

The screenshot displays the 'Reconciliation Manager Enterprise' interface. At the top, summary statistics are shown: Payments Total (\$115,330,451.03), Matched (\$63,026,508.45), Unmatched (\$52,289,924.61), Closed (\$14,017.97), Applied (\$44,459,572.17), Unapplied (\$52,344,508.77), and Over-Applied (\$488,273.92). The main area is titled 'Payments' and shows a table with columns for Status, Applied Status, and Assign. A 'Manually Match Payment' pop-up window is overlaid on the table. This window has three tabs: 'Search PAS', 'Select PAS', and 'Match PAS'. The 'Search PAS' tab is active, showing a search criteria form with fields for Deposit View Range (Last 30 Days), Deposit Date Range (Start and End Date), Payer (All), Applied Amount, Payment Amount, and Payment Number. A 'NEXT' button is highlighted with callout 3. Below the search criteria, a table of potentially reconcilable items is shown. Callout 4 points to a row in this table. Callout 5 points to the 'NEXT' button at the bottom of the window. Callout 6 points to the 'Review Selected Item(s)' section, which shows details for a selected payment: Deposit Date (11/29/2020), Date Posted in PAS (11/29/2020), PAS Batch Number (210767741), Payment Amount (\$103.69), PAS Applied Amount (\$103.69), and PAS Payer Name (Patient Pay). Below this, there is a 'Leave a note (Optional)' text area with a 'SUBMIT' button highlighted by callout 8. Callout 7 points to this text area. Callout 1 points to the 'MANUALLY MATCH' button in the main interface. Callout 2 points to the 'NEXT' button in the 'Manually Match Payment' window.

1. Manually match a Payment by selecting one or more items from the table and click on the **MANUALLY MATCH** button on the table page.
2. Select the criteria to search for reconcilable items in the Search Payments pop-up window.
3. Click on the **NEXT** button to display a list of potentially reconcilable items in the Select Payments window.
4. Select one or more of the items from the new pop-up window.
5. Click **NEXT** to move to the Match Payment window.
6. Make sure the Selected Payment is correct.
7. Add a note as needed.
8. Click **SUBMIT** to register the reconciliation of the payment.

1. Select which subset of payments to view in the table. **UNRECONCILED** is shown.
2. Use the Filters pane to narrow down the table options.
3. Use the **Search Patient Accounting** field to look for any detail in the selected payments.
4. Select any number of items in the table and click on an action (**ASSIGN, MANUALLY MATCH, etc.**) to process the item(s) further.
5. Click **View** to go to the item details page

**HCL Payments Reconciliation Table**

Reconciliation Manager Enterprise

Patient Accounting Total: \$72,910,227.98 | Unmatched: \$9,303,338.01 | Closed: \$117.49

Filters: UNMATCHED (39.1K+) | MATCHED (46.3K+) | CLOSED (6) | ALL (85.5K+)

Showing 11/01/2020 - 12/31/2020

Status	Payment Applied Status	Assignee	Deposit Date	Date Posted in PAS	PAS Batch Number	Payment Number	Payment Amount	Applied Amount	PAS Payer	Details
<input type="checkbox"/>	Unmatched	Unapplied	Unassigned	05/19/2020	11/30/2020	210780433	(\$587.49)	(\$587.49)	AETNA SUI	VIEW
<input type="checkbox"/>	Unmatched	Unapplied	Unassigned	06/09/2020	11/30/2020	210780433	(\$1,218.74)	(\$1,218.74)	AETNA SUI	VIEW
<input checked="" type="checkbox"/>	Unmatched	Unapplied	Unassigned	08/04/2020	11/30/2020	210793864	\$367.07	\$367.07	SELF PAY	VIEW
<input type="checkbox"/>	Unmatched	Unapplied	Unassigned	08/18/2020	11/30/2020	210780420	(\$40.00)	(\$40.00)	UNITED SL	VIEW
<input type="checkbox"/>	Unmatched	Unapplied	Unassigned	09/08/2020	11/30/2020	210794619	(\$700.00)	(\$700.00)	SELF PAY	VIEW
<input type="checkbox"/>	Unmatched	Unapplied	Unassigned	09/09/2020	11/30/2020	210780537	\$1,291.52	\$1,291.52	UNITED SL	VIEW
<input type="checkbox"/>	Unmatched	Unapplied	Unassigned	09/09/2020	11/30/2020	210780537	(\$1,610.62)	(\$1,610.62)	UNITED SL	VIEW
<input type="checkbox"/>	Unmatched	Unapplied	Unassigned	09/09/2020	11/30/2020	210780320	(\$239.81)	(\$239.81)	UNITED SL	VIEW
<input type="checkbox"/>	Unmatched	Unapplied	Unassigned	09/23/2020	11/30/2020	210516537	(\$60.00)	(\$120.00)	SELF PAY	VIEW
<input type="checkbox"/>	Unmatched	Unapplied	Unassigned	09/25/2020	11/30/2020	210780537	(\$1,560.00)	(\$1,560.00)	UNITED SL	VIEW
<input type="checkbox"/>	Unmatched	Unapplied	Unassigned	09/25/2020	11/30/2020	210780537	(\$237.33)	(\$237.33)	UNITED SL	VIEW
<input type="checkbox"/>	Unmatched	Unapplied	Unassigned	09/25/2020	11/30/2020	210780537	(\$25.54)	(\$25.54)	UNITED SL	VIEW
<input type="checkbox"/>	Unmatched	Unapplied	Unassigned	09/29/2020	11/30/2020	210781322	(\$200.00)	(\$200.00)	SELF PAY	VIEW
<input type="checkbox"/>	Unmatched	Unapplied	Unassigned	10/03/2020	11/30/2020	210780440	(\$206.17)	(\$206.17)	UNITED HI	VIEW
<input type="checkbox"/>	Unmatched	Unapplied	Unassigned	10/08/2020	11/30/2020	29647687	\$3.62	\$7.24	UNITED SL	VIEW
<input type="checkbox"/>	Unmatched	Unapplied	Unassigned	10/09/2020	11/30/2020	210794911	(\$130.00)	(\$130.00)	HEALTH F	VIEW
<input type="checkbox"/>	Unmatched	Unapplied	Unassigned	10/15/2020	11/30/2020	210780440	(\$210.00)	(\$210.00)	HORIZON	VIEW
<input type="checkbox"/>	Unmatched	Unapplied	Unassigned	10/20/2020	11/30/2020	210780440	\$778.50	\$778.50	HORIZON	VIEW

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Actions: ASSIGN | UNASSIGN | MANUALLY MATCH | CLOSE | ADD NOTE | 1 Row Selected

J.P.Morgan | Healthcare Link Margaret S. Help Log Off

Home Search Manual Posting **Reconciliation** User Management Reports Self-Service

Reconciliation Manager Enterprise Patient Accounting Total \$105,377,133.41 Matched \$104,762,762.78 Unmatched \$614,370.63 Closed \$0.00

Patient Accounting 02/28/2022 4:06 PM ET EXPORT

UNMATCHED (153) MATCHED (2.6K+) CLOSED (0) **ALL (2.8K+)** FILTERS Rectangular Snip

Showing Last 30 Days Search Patient Accounting

Deposit Date	Date Posted in PAS	PAS Batch Number	Payment Number	Payment Amount	Applied Amount	PAS Payer Name	Division	PAS System	Notes	Details
02/23/2022	02/24/2022	222148		\$10.00	\$10.00		—			
02/23/2022	02/24/2022	222148		\$30.00	\$30.00		—			VIEW
02/17/2022	02/18/2022	221542		\$3,758.00	\$3,757.91		—			VIEW
02/15/2022	02/16/2022	221175		\$498.11	\$0.00		—			VIEW
02/15/2022	02/16/2022	221175		\$498.11	\$499.17		—			VIEW
02/14/2022	02/19/2022	221712		\$48,548.38	\$759.68		—			VIEW
02/14/2022	02/19/2022	221712		\$48,548.38	\$0.00		—			VIEW
02/14/2022	02/19/2022	221712		\$48,548.38	\$51,851.18		—			VIEW
01/28/2022	02/08/2022	220035		\$15.00	\$15.00		—			VIEW
02/18/2022	02/19/2022	221712		\$3,669.90	\$260.26		—			VIEW

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ADD NOTE

1. In Healthcare Link, the **PAS System** information is shown as a column in the **Patient Accounting** view.
2. For items that have notes attached to them, hovering the mouse over the note field in the row will open a window displaying the last note added to the item.

# 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

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- **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.



## Glossary (cont.)

Term/Acronym	Description
<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>Create Date</b>	The date the batch was processed by Lockbox or the date the native 835 was received.
<b>Credit</b>	Payment received by the provider from the payer / insurer.
<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.



## Glossary (cont.)

Term/Acronym	Description
<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 file name for the 835, Epic, BAI, or Indexed Image file.
<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.
<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.



## Glossary (cont.)

Term/Acronym	Description
<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 associates are ready to assist you with all your technical and general inquires. 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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