

# J.P. Morgan Access<sup>®</sup>

What's New In Healthcare Link<sup>®</sup>  
Reconciliation Manager 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?

**Healthcare Link Reconciliation Manager** allows 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.

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 remittance 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.

The screenshot displays the J.P.Morgan Healthcare Link interface. At the top, there is a navigation bar with 'Home', 'Search', 'Manual Posting', 'Reconciliation', and 'Reports'. The main content area is divided into two sections. The left section, titled 'Reconciliation Summary', features a donut chart and a table of reconciliation data. The right section, titled 'HCL 2.0 Dashboard', shows 'User Performance' with a bar chart for 'Francis Allarey'. Below these is the 'Reconciliation Manager' section, which includes a summary table and a detailed 'Payments' table. A 'NOTE' box on the right states: 'NOTE: The Dashboard is only available for Enhanced Users.' Numbered callouts (1-4) point to specific UI elements: 1 points to the Reconciliation Summary pane, 2 points to the dropdown menu for selecting 'Payments' or 'Remittances', 3 points to the 'VIEW PAYMENTS' button, and 4 points to the summary table in the Reconciliation Manager.

**1** Dashboard pane for Reconciliation Summary.

**2** Choose Payments or Remittances information to display in the pane.

**3** Click the **View Payments** button to go to the Reconciliation Manager Payments table.

**4** A high-level summary of Reconciliation information is available at the top of the Payments and Remittances page.

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

Category	Amount
Grand Total	\$63,678,108.59
Unreconciled	\$689,529.38
Reconciled	\$62,952,304.42
Manually Posted or Closed	\$36,274.79

Payments Total	Unreconciled	Reconciled	Manually Posted	Closed
\$63,678,108.59	\$689,529.38	\$62,952,304.42	\$36,129.75	\$145.04

Status	Assignee	Deposit Date	Payment Type	ERA Expected	Payer (Payment)	Payer (ERA)	Payment Number	Payment Amount	Lockbox Number	Details
Unreconciled	UNASSIGNED	11/17/2020	Check	Yes	Francis Allarey	Francis Allarey	277651	\$477.75	277651	VIEW
Unreconciled		12/02/2020	ACH	Yes	Francis Allarey	Francis Allarey	277651	\$2,994.71	277651	VIEW
Unreconciled		12/02/2020	ACH	Yes	Francis Allarey	Francis Allarey	277651	\$743.08	277651	VIEW
Unreconciled		12/02/2020	ACH	Yes	Francis Allarey	Francis Allarey	277651	\$545.70	277651	VIEW
Unreconciled		11/25/2020	Check	Yes	Francis Allarey	Francis Allarey	277651	\$116.77	277651	VIEW
Unreconciled		11/18/2020	Check	Yes	Francis Allarey	Francis Allarey	277651	\$3,500.00	277651	VIEW
Unreconciled		11/23/2020	Check	Yes	Francis Allarey	Francis Allarey	277651	\$235.00	277651	VIEW
Unreconciled		11/23/2020	Check	Yes	Francis Allarey	Francis Allarey	277651	\$293.12	277651	VIEW
Unreconciled		11/23/2020	Check	Yes	Francis Allarey	Francis Allarey	277651	\$243.28	277651	VIEW
Unreconciled	System	11/18/2020	Check	Yes	Francis Allarey	Francis Allarey	277651	\$350.68	277651	VIEW
Unreconciled	System	11/18/2020	Check	Yes	Francis Allarey	Francis Allarey	277651	\$256.48	277651	VIEW
Unreconciled	System	11/16/2020	Check	Yes	Francis Allarey	Francis Allarey	277651	\$64.90	277651	VIEW
Unreconciled	System	11/17/2020	Check	Yes	Francis Allarey	Francis Allarey	277651	\$403.50	277651	VIEW
Unreconciled	System	11/16/2020	Check	Yes	Francis Allarey	Francis Allarey	277651	\$148.23	277651	VIEW
Unreconciled	System	11/12/2020	Check	Yes	Francis Allarey	Francis Allarey	277651	\$409.50	277651	VIEW
Unreconciled	System	11/16/2020	Check	Yes	Francis Allarey	Francis Allarey	277651	\$71.70	277651	VIEW
Unreconciled	System	11/03/2020	Check	Yes	Francis Allarey	Francis Allarey	277651	\$151.47	277651	VIEW
Unreconciled	System	11/03/2020	Check	Yes	Francis Allarey	Francis Allarey	277651	\$352.83	277651	VIEW

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**, **CLOSE**, etc.) to process the item(s) further.
5. Click **View** to go to the item details page

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Home Search Manual Posting Reconciliation Reports

HCL Payments Reconciliation Table

Reconciliation Manager

Payments Total: \$63,678,108.59    Unreconciled: \$689,529.38    Manually Posted: 42    Closed: \$36,129.75    \$145.04

06/23/2021 9:11 AM ET    EXPORT

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

UNRECONCILED (1.1K+)    RECONCILED (22.8K+)    MANUALLY POSTED OR CLOSED (16)    ALL (24.0K+)

FILTERS

<input type="checkbox"/>	Status	Assignee	Deposit Date	Payment Type	ERA Expected	Payer (Payment)	Payer (ERA)	Payment Number	Payment Amount	Lockbox Number	Details
<input type="checkbox"/>	Unreconciled	UNASSIGNED	11/17/2020	Check	Yes	Unreconciled	---	277651	\$477.75	277651	VIEW
<input type="checkbox"/>	Unreconciled	---	12/02/2020	ACH	Yes	Unreconciled	---	---	\$2,994.71	---	VIEW
<input type="checkbox"/>	Unreconciled	---	12/02/2020	ACH	Yes	Unreconciled	---	---	\$743.08	---	VIEW
<input type="checkbox"/>	Unreconciled	---	12/02/2020	ACH	Yes	Unreconciled	---	---	\$545.70	---	VIEW
<input type="checkbox"/>	Unreconciled	---	11/25/2020	Check	Yes	Unreconciled	---	---	\$116.77	---	VIEW
<input type="checkbox"/>	Unreconciled	---	11/18/2020	Check	Yes	Unreconciled	---	---	\$3,500.00	277651	VIEW
<input type="checkbox"/>	Unreconciled	---	11/23/2020	Check	Yes	Unreconciled	---	---	\$235.00	277651	VIEW
<input type="checkbox"/>	Unreconciled	---	11/23/2020	Check	Yes	Unreconciled	---	---	\$293.12	277651	VIEW
<input type="checkbox"/>	Unreconciled	---	11/23/2020	Check	Yes	Unreconciled	---	---	\$243.28	277651	VIEW
<input type="checkbox"/>	Unreconciled	System	11/18/2020	Check	Yes	Unreconciled	---	---	\$350.68	277651	VIEW
<input type="checkbox"/>	Unreconciled	System	11/18/2020	Check	Yes	Unreconciled	---	---	\$256.48	277651	VIEW
<input type="checkbox"/>	Unreconciled	System	11/16/2020	Check	Yes	Unreconciled	---	---	\$64.90	277651	VIEW
<input type="checkbox"/>	Unreconciled	System	11/17/2020	Check	Yes	Unreconciled	---	---	\$403.50	277651	VIEW
<input type="checkbox"/>	Unreconciled	System	11/16/2020	Check	Yes	Unreconciled	---	---	\$148.23	277651	VIEW
<input type="checkbox"/>	Unreconciled	System	11/12/2020	Check	Yes	Unreconciled	---	---	\$409.50	277651	VIEW
<input type="checkbox"/>	Unreconciled	System	11/16/2020	Check	Yes	Unreconciled	---	---	\$71.70	277651	VIEW
<input type="checkbox"/>	Unreconciled	System	11/03/2020	Check	Yes	Unreconciled	---	---	\$151.47	277651	VIEW
<input type="checkbox"/>	Unreconciled	System	11/03/2020	Check	Yes	Unreconciled	---	---	\$352.83	277651	VIEW

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ASSIGN    UNASSIGN    MANUALLY POST    CLOSE    ADD NOTE

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

### Remittances

12/03/2020 5:04:40 PM ET

View By Remittance FILTERS

Status	Assignee	Created Date	Data Source	Provider Account Number	Lockbox Number	Batch Number	Payment Type	Payer (Payment)	Payer (ERA)	Payment Number
<input checked="" 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										
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<input type="checkbox"/> UNRECONCILED										
<input type="checkbox"/> UNRECONCILED										
<input type="checkbox"/> UNRECONCILED										
<input type="checkbox"/> UNRECONCILED										
<input type="checkbox"/> UNRECONCILED										
<input type="checkbox"/> UNRECONCILED										

#### MANUALLY POST

Leave a note: (Optional)

Enter notes

250 Characters Max

CLEAR CANCEL **MANUALLY POST**

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

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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 Payment table.

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**, **CLOSE**, etc.) to process the item(s) further.
5. Click **View** to go to the item details page

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Home Search Manual Posting Reconciliation Reports

### HCL Payments Reconciliation Table

Reconciliation Manager

Remittances Total: \$3,272,419,760.63 | Unreconciled: \$3,249,864,957.63 | Reconciled: \$22,554,802.00 | Manually Posted: \$0.00 | Closed: \$0.00 | Distributed: \$0.00

Remittances

UNRECONCILED (34) | RECONCILED (1) | MANUALLY POSTED OR CLOSED (0) | DISTRIBUTED (0) | ALL (35) | FILTERS

Showing Last 30 Days Search Remittances

<input type="checkbox"/>	Status	Assignee	Created Date	Data Source	Provider Account Number	Lockbox Number	Batch Number	Payment Type	Payer (Payment)	Payer (ERA)	Payment Number	Payment Amount	Notes	Details
<input type="checkbox"/>	Unreconciled	Unassigned	05/27/2021	ERA	---	---	---	Check	---	Unknown ...	---	\$176,837,...		VIEW
<input checked="" type="checkbox"/>	Unreconciled	Unassigned	05/27/2021	ERA	---	---	---	Check	---	Unknown ...	---	\$187,341,...		VIEW
<input type="checkbox"/>	Unreconciled	Unassigned	05/27/2021	ERA	---	---	---	Other	---	Unknown ...	---	\$110,...		VIEW
<input type="checkbox"/>	Unreconciled	Unassigned	05/27/2021	ERA	---	---	---	Check	---	Unknown ...	---	\$68,6...		VIEW
<input type="checkbox"/>	Unreconciled	Unassigned	05/27/2021	ERA	---	---	---	ACH	---	Unknown ...	---	\$81,0...		VIEW
<input type="checkbox"/>	Unreconciled	Unassigned	05/27/2021	ERA	---	---	---	Other	---	Unknown ...	---	\$156,359,...		VIEW
<input type="checkbox"/>	Unreconciled	Unassigned	05/27/2021	ERA	---	---	---	Check	---	Unknown ...	---	\$105,484,...		VIEW
<input type="checkbox"/>	Unreconciled	Unassigned	05/27/2021	ERA	---	---	---	Other	---	Unknown ...	---	\$88,677.5...		VIEW
<input type="checkbox"/>	Unreconciled	Unassigned	05/27/2021	ERA	---	---	---	ACH	---	Unknown ...	---	\$93,217.4...		VIEW
<input type="checkbox"/>	Unreconciled	Unassigned	05/27/2021	ERA	---	---	---	Check	---	Unknown ...	---	\$158,274,...		VIEW
<input type="checkbox"/>	Unreconciled	Unassigned	05/27/2021	ERA	---	---	---	Check	---	Unknown ...	---	\$89,904.9...		VIEW
<input type="checkbox"/>	Unreconciled	Unassigned	05/24/2021	ERA	---	---	---	Other	---	Unknown ...	---	\$183,011,...		VIEW
<input type="checkbox"/>	Unreconciled	Unassigned	05/24/2021	ERA	---	---	---	Other	---	Unknown ...	---	\$140,921,...		VIEW
<input type="checkbox"/>	Unreconciled	Unassigned	05/24/2021	ERA	---	---	---	Check	---	Unknown ...	---	\$30,334.9...		VIEW
<input type="checkbox"/>	Unreconciled	Unassigned	05/24/2021	ERA	---	---	---	ACH	---	Unknown ...	---	\$67,577.2...		VIEW
<input type="checkbox"/>	Unreconciled	Unassigned	05/24/2021	ERA	---	---	---	Other	---	Unknown ...	---	\$55,787.5...		VIEW
<input type="checkbox"/>	Unreconciled	Unassigned	05/24/2021	ERA	---	---	---	Other	---	Unknown ...	---	\$156,464,...		VIEW
<input type="checkbox"/>	Unreconciled	Unassigned	05/24/2021	ERA	---	---	---	Other	---	Unknown ...	---	\$105,850,...		VIEW

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

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Eric M. Help Log Off

12/03/2020 5:04:40 PM ET

### Remittances

View By Remittance FILTERS

Status	Assignee	Created Date	Data Source
<input checked="" 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			
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<input type="checkbox"/> UNRECONCILED			
<input type="checkbox"/> UNRECONCILED			
<input type="checkbox"/> UNRECONCILED			
<input type="checkbox"/> UNRECONCILED			
<input type="checkbox"/> UNRECONCILED			

#### Assign Item

Select Assignee(s) from list below: \*

First Name	Last Name	Workload
Jason		2
Lee		2
Steve		5
Leah		5
Janice		11

Select Due Date: MM/DD/YY

Enter notes

Mo	Tu	We	Th	Fr
30	1	2	3	
7	8	9	10	11
14	15	16	17	18
21	22	23	24	25
28	29	30	31	1

All fields with asterisk are required.

CLEAR

CANCEL ASSIGN

ASSIGN MANUALLY RECONCILE MANUALLY POST CLOSE NOTE ADD NOTE 1 Row Selected

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**NOTE:** Only Enhanced Users can Assign a remittance or payment to other users.

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 Payment table.

Previously reconciled or distributed items can be assigned to users for validation against a PAS system using **File Validations**

**NOTE:** Only enhanced users are able to assign items for File Validation to other users.

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

### File Validations

UNVALIDATED (511) VALIDATED (0) ALL (511)

Created Date	Assignee	Workload
01/06/2022	Unassigned	0
01/06/2022	Unassigned	0
01/07/2022	Unassigned	0
01/03/2022	Unassigned	0
01/03/2022	Unassigned	0
01/05/2022	Unassigned	0
01/07/2022	Unassigned	0
01/07/2022	Unassigned	0
01/07/2022	Unassigned	0
01/11/2022	Unassigned	0

#### Assign for Validation

Select Assignee from table: \*

First Name	Last Name	Workload
Karla		0
Jasmine		0
Devin		0
Stephanie		0
Sandra		0
Betty		0
Eva		0

Select Due Date:

< Feb 2022 >

Mo	Tu	We	Th	Fr	Sa	Su
31	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	1	2	3	4	5	6

Leave a note: (optional)

CANCEL CLEAR ASSIGN

**1** ASSIGN UNASSIGN VALIDATE ADD NOTE 1 File Selected

1. Assign items selected in the table by clicking on the **ASSIGN** button under the table.
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.

**NOTE:** This feature can be requested by contacting your Technical Implementation Manager

Validate previously reconciled or distributed items against a PAS system using **File Validations**

The screenshot displays the 'File Validations' page in the J.P. Morgan Healthcare Link system. The page header includes the user name 'Margaret S.' and navigation options like 'Home', 'Search', 'Manual Posting', 'Reconciliation', 'User Management', 'Reports', and 'Self-Service'. The main content area shows a table of file validation items, with the first item selected. A modal window titled 'Validate Item' is open, allowing the user to add a note and click the 'VALIDATE' button. Three numbered callouts are present: '1' points to the 'VALIDATE' button in the table's footer; '2' points to the 'Enter notes' text area in the modal; and '3' points to the 'VALIDATE' button in the modal.

**1** Mark selected items as validated by clicking on the **VALIDATE** button under the table.

**2** Add a note if needed.

**3** Click on the **VALIDATE** button to indicate the selected item is validated.

# 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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