

# J.P. Morgan Access<sup>®</sup>

What's New In Healthcare Link<sup>®</sup>  
Reports 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 REPORTS?

**Healthcare Link Reports** 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.

The following has been updated:

- Searching and displaying reports is easier with the new user interface. *A persistent search bar, configurable default table parameters, and filter-by-column allow precise and comprehensive reporting.*
- Report types have been combined and / or new reports made available. Entitled users can view the **Deposit Detail Report**, **835 Summary**, **Inbound Files Report**, and the **Outbound Files Report**.

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Ashok B. v Help Log Off

Home Search Manual Posting Reconciliation **Reports**

### Detail Deposit Report

2/26/2021 11:55 AM EST EXPORT

Date Range 01 Nov 2020 - 31 Dec 2020 LOCKBOX ACH

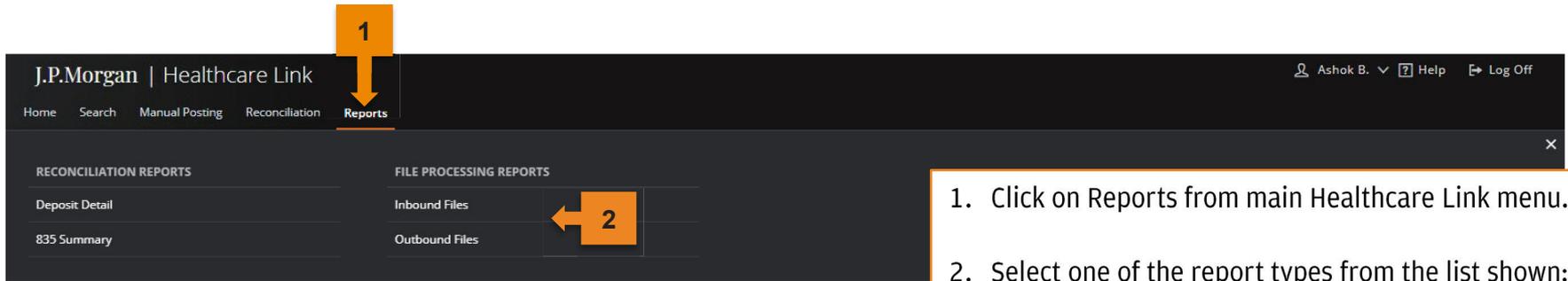
Items 17 Search

| Lockbox | Provider                     | Division                              | Manual Post Subtotal | Total          | Details |
|---------|------------------------------|---------------------------------------|----------------------|----------------|---------|
| 27662   | Tufts of Columbia University | Columbia University - Med Center      | \$0.00               | \$0.00         | VIEW    |
| 27663   | Tufts of Columbia University | Columbia University - Med Center      | \$0.00               | \$0.00         | VIEW    |
| 277650  | Tufts of Columbia University | Columbia University - Family Practice | \$0.00               | \$0.00         | VIEW    |
| 277650  | Tufts of Columbia University | Columbia University - Family Practice | \$0.00               | \$0.00         | VIEW    |
| 277651  | Tufts of Columbia University | Columbia University - Columbia        | \$1,095,162.11       | \$1,097,595.53 | VIEW    |
| 277651  | Tufts of Columbia University | Columbia University - Columbia        | \$0.00               | \$182.00       | VIEW    |
| 290531  | Tufts of Columbia University | Columbia University - St. Louis       |                      |                |         |

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1. Type in any term on the **Search** bar and the table will refresh for rows that contain that term.
2. Click on a column header to sort the column in ascending or descending order.
3. Click on the three dots on the column header and then click on the filter icon to filter the column.
4. Select which (or all) row items to filter by in the column.



1. Click on Reports from main Healthcare Link menu.
2. Select one of the report types from the list shown:
  - **Deposit Detail (Lockbox & ACH)**
  - **835 Summary**
  - **Inbound Files**
  - **Outbound Files**

| Report Name                  | HCL 1.0 Title  | 2.0 Report Description   |
|------------------------------|--|--|
| <b>Deposit Detail Report</b> | Lockbox Reconciliation, and ACH Reconciliation Reports                   | Lockbox and ACH Reconciliation reports are both under the Deposit Detail report.<br><b>Lockbox:</b> View all files scanned and transferred from a lockbox into Healthcare Link for a selected date range.<br><b>ACH:</b> Utilize this report to 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. |
| <b>835 Summary</b>           | <b>835 Summary / 835 Split</b>   | 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 used to balance PLBs (i.e., credits or debits to the payment made to a provider).  |
| <b>Inbound Files Report</b>  | Incoming 835 Payment Balancing Detail Report and the Inbound file Report | View all Inbound EOBs, PAS and BAI files to see at a glance what came in and when.   |
| <b>Outbound Files Report</b> | 835 Payment Detail Report, 835 Split Report and Outbound File Generation | Used to reconcile between the files JPMC believes were transmitted and the files the client receives. The report also shows pending files should a transmission be in progress.  |

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Home Search Manual Posting Reconciliation **Reports**

### Detail Deposit Report 2/25/2021 10:52 AM EST EXPORT

Date Range 01 Nov 2020 - 31 Dec 2020 **LOCKBOX** ACH Items 17 Search

| Lockbox | Provider | Division | ERA Subtotal | Manual Post Subtotal | Total          | Details     |
|---------|----------|----------|--------------|----------------------|----------------|-------------|
| 277651  |          |          | \$141,608.89 | \$1,299,679.07       | \$1,441,287.96 | <b>VIEW</b> |
| 10209   |          |          | \$15,782.80  | \$26,781.68          | \$42,564.48    | <b>VIEW</b> |
| 290531  |          |          | \$4,502.44   | \$0.00               | \$4,502.44     | <b>VIEW</b> |
| 10331   |          |          | \$2,552.31   | \$0.00               | \$2,552.31     | <b>VIEW</b> |
| 277651  |          |          | \$2,433.42   | \$1,095,162.11       | \$1,097,595.53 | <b>VIEW</b> |
| 10331   |          |          | \$1,217.83   | \$4,732.34           | \$5,950.17     | <b>VIEW</b> |
| 277651  |          |          | \$182.00     | \$0.00               | \$182.00       | <b>VIEW</b> |
| 10209   |          |          | \$51.49      | \$0.00               | \$51.49        | <b>VIEW</b> |
| 110209  |          |          | \$0.00       | \$0.00               | \$0.00         | <b>VIEW</b> |
| 27662   |          |          | \$0.00       | \$0.00               | \$0.00         | <b>VIEW</b> |
| 27663   |          |          | \$0.00       |                      |                |             |
| 27670   |          |          | \$0.00       |                      |                |             |
| 27677   |          |          | \$0.00       |                      |                |             |
| 27764   |          |          | \$0.00       |                      |                |             |
| 277650  |          |          | \$0.00       |                      |                |             |
| 277650  |          |          | \$0.00       |                      |                |             |
| 277651  |          |          | \$0.00       |                      |                |             |

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1. Click on **LOCKBOX** to display lockbox data in the report table. Click on ACH to display ACH data in the report table.
2. Click on the **VIEW** button to open the detail view of the row item.



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Home Search Manual Posting Reconciliation **Reports**

### Detail Deposit Report 2/25/2021 10:52 AM EST EXPORT

Date Range: 01 Nov 2020 - 31 Dec 2020 **LOCKBOX** **ACH** Items 23318 Search

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

| Provider                  | Division                  | Provider Account Number | Individual ID Number | Deposit Date | EFT Number | Originating Company Name | Originating Company Identifier | ERA Subtotal   | Manual Post Subtotal | Total          |
|---------------------------|---------------------------|-------------------------|----------------------|--------------|------------|--------------------------|--------------------------------|----------------|----------------------|----------------|
| Trusts of County, Georgia | Trusts of County, Georgia | 1XXXXXXXX               | 408                  | 11/24/2020   |            |                          | 1000000002                     | \$1,771,742.72 | \$0.00               | \$1,771,742.72 |
| Trusts of County, Georgia | Trusts of County, Georgia | 1XXXXXXXX               | 408                  | 11/17/2020   |            |                          | 1000000002                     | \$1,702,896.48 | \$0.00               | \$1,702,896.48 |
| Trusts of County, Georgia | Trusts of County, Georgia | 1XXXXXXXX               | 408                  | 11/10/2020   |            |                          | 1000000002                     | \$1,422,335.74 | \$0.00               | \$1,422,335.74 |
| Trusts of County, Georgia | Trusts of County, Georgia | 1XXXXXXXX               | 408                  | 12/01/2020   |            |                          | 1000000002                     | \$1,284,296.72 | \$0.00               | \$1,284,296.72 |
| Trusts of County, Georgia | Trusts of County, Georgia | 1XXXXXXXX               | 408                  | 11/03/2020   |            |                          | 1000000002                     | \$1,249,617.04 | \$0.00               | \$1,249,617.04 |
| Trusts of County, Georgia | Trusts of County, Georgia | 1XXXXXXXX               | 408                  | 11/30/2020   |            |                          | 1000000002                     | \$972,188.76   | \$0.00               | \$972,188.76   |
| Trusts of County, Georgia | Trusts of County, Georgia | 1XXXXXXXX               | 408                  | 11/20/2020   |            |                          | 1000000002                     | \$925,290.60   | \$0.00               | \$925,290.60   |
| Trusts of County, Georgia | Trusts of County, Georgia | 1XXXXXXXX               | 408                  | 11/13/2020   |            |                          | 1000000002                     | \$800,324.78   | \$0.00               | \$800,324.78   |
| Trusts of County, Georgia | Trusts of County, Georgia | 1XXXXXXXX               | 408                  | 11/18/2020   |            |                          | 1000000005                     | \$784,764.12   | \$0.00               | \$784,764.12   |
| Trusts of County, Georgia | Trusts of County, Georgia | 1XXXXXXXX               | 408                  | 11/06/2020   |            |                          | 1000000002                     | \$771,089.02   | \$0.00               | \$771,089.02   |
| Trusts of County, Georgia | Trusts of County, Georgia | 1XXXXXXXX               | 408                  | 11/02/2020   |            |                          | 1000000003                     | \$717,480.21   | \$0.00               | \$717,480.21   |
| Trusts of County, Georgia | Trusts of County, Georgia | 1XXXXXXXX               | 408                  | 12/02/2020   |            |                          | 1000000005                     | \$705,453.40   | \$0.00               | \$705,453.40   |
| Trusts of County, Georgia | Trusts of County, Georgia | 1XXXXXXXX               | 408                  | 11/12/2020   |            |                          | 1000000005                     | \$655,317.58   | \$0.00               | \$655,317.58   |
| Trusts of County, Georgia | Trusts of County, Georgia | 1XXXXXXXX               | 408                  | 11/25/2020   |            |                          | 1000000005                     | \$637,635.76   | \$0.00               | \$637,635.76   |
| Trusts of County, Georgia | Trusts of County, Georgia | 1XXXXXXXX               | 408                  | 11/18/2020   |            |                          | 1000000005                     | \$631,504.76   | \$0.00               | \$631,504.76   |
| Trusts of County, Georgia | Trusts of County, Georgia | 1XXXXXXXX               | 408                  | 11/25/2020   |            |                          | 1000000005                     | \$627,981.64   | \$0.00               | \$627,981.64   |
| Trusts of County, Georgia | Trusts of County, Georgia | 1XXXXXXXX               | 408                  | 11/12/2020   |            |                          | 1000000005                     | \$618,344.16   | \$0.00               | \$618,344.16   |
| Trusts of County, Georgia | Trusts of County, Georgia | 1XXXXXXXX               | 408                  | 11/04/2020   |            |                          | 1000000005                     | \$614,989.10   | \$0.00               | \$614,989.10   |
| Trusts of County, Georgia | Trusts of County, Georgia | 1XXXXXXXX               | 408                  | 11/25/2020   |            |                          | 1000000005                     | \$601,723.28   | \$0.00               | \$601,723.28   |

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**835 Summary Report**

View Range: Last 30 Days | Date Range: Start Date - End Date | Payer: All

| Processed Date | Lockbox | Batch | Payment Number | Payment Amount   | Division              | Payer | Primary Claims Total | Claims Paid as Primary | Secondary Claims Total | Claims Paid as Secondary | Other P Total | Details |
|----------------|---------|-------|----------------|------------------|-----------------------|-------|----------------------|------------------------|------------------------|--------------------------|---------------|---------|
| 09/02/2022     | —       | —     |                | \$1.00           | Demo Website Division |       | \$0.00               | —                      | \$0.00                 | —                        |               | VIEW    |
| 09/02/2022     | —       | —     |                | \$9,858,692.50   | Demo Website Division |       | \$0.00               | —                      | \$0.00                 | —                        |               | VIEW    |
| 09/02/2022     | —       | —     |                | \$0.00           | Demo Website Division |       | \$100.00             | 1                      | \$0.00                 | —                        |               | VIEW    |
| 09/02/2022     | —       | —     |                | \$0.00           | Demo Website Division |       | \$100.00             | 1                      | \$0.00                 | —                        |               | VIEW    |
| 09/02/2022     | —       | —     |                | \$53,257,845.80  | Demo Website Division |       | \$0.00               | —                      | \$0.00                 | —                        |               | VIEW    |
| 09/02/2022     | —       | —     |                | \$15,686,115.50  | Demo Website Division |       | \$0.00               | —                      | \$0.00                 | —                        |               | VIEW    |
| 09/02/2022     | —       | —     |                | \$9,858,692.50   | Demo Website Division |       | \$0.00               | —                      | \$0.00                 | —                        |               | VIEW    |
| 09/02/2022     | —       | —     |                | \$9,858,692.50   | Demo Website Division |       | \$0.00               | —                      | \$0.00                 | —                        |               | VIEW    |
| 09/02/2022     | —       | —     |                | \$138,346,243.50 | Demo Website Division |       | \$0.00               | —                      | \$0.00                 | —                        |               | VIEW    |
| 09/02/2022     | —       | —     |                | \$32,757,115.80  | Demo Website Division |       | \$100.00             | 1                      | \$0.00                 | —                        |               | VIEW    |
| 09/02/2022     | —       | —     |                | \$9,858,692.50   | Demo Website Division |       | \$0.00               | —                      | \$0.00                 | —                        |               | VIEW    |
| 09/02/2022     | —       | —     |                | \$9,858,692.50   | Demo Website Division |       | \$0.00               | —                      | \$0.00                 | —                        |               | VIEW    |
| 09/02/2022     | —       | —     |                | \$9,858,692.50   | Demo Website Division |       | \$0.00               | —                      | \$0.00                 | —                        |               | VIEW    |
| 09/02/2022     | —       | —     |                | \$9,858,692.50   | Demo Website Division |       | \$0.00               | —                      | \$0.00                 | —                        |               | VIEW    |
| 09/02/2022     | —       | —     |                | \$9,858,692.50   | Demo Website Division |       | \$0.00               | —                      | \$0.00                 | —                        |               | VIEW    |
| 08/10/2022     | 10000   | 2200  |                | \$190.00         | Demo Website Division |       |                      |                        |                        |                          |               |         |
| 08/11/2022     | 10000   | 17    |                | \$190.00         | Demo Website Division |       |                      |                        |                        |                          |               |         |
| 09/02/2022     | —       | —     |                | \$9,858,692.50   | Demo Website Division |       |                      |                        |                        |                          |               |         |
| 08/17/2022     | —       | —     |                | \$100.00         | Demo Website Division |       |                      |                        |                        |                          |               |         |
| 08/17/2022     | —       | 1948  |                | \$0.00           | Demo Website Division |       |                      |                        |                        |                          |               |         |
| 08/17/2022     | —       | 1948  |                | \$0.00           | Demo Website Division |       |                      |                        |                        |                          |               |         |
| 08/17/2022     | —       | 1948  |                | \$0.00           | Demo Website Division |       |                      |                        |                        |                          |               |         |
| 08/17/2022     | —       | 1948  |                | \$0.00           | Demo Website Division |       |                      |                        |                        |                          |               |         |
| 08/17/2022     | —       | 1948  |                | \$0.00           | Demo Website Division |       |                      |                        |                        |                          |               |         |

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1. Information about the specific payments in the summary are available in each row.
2. Click on the **VIEW** button to open the detail view of the row item.
3. The report can be filtered by Payer using the **Payer** dropdown field. Details like Payment Method are not available in this report, but can be found by using the Payment Number information and leveraging the **Transaction Search** feature.

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Home Search Manual Posting Reconciliation **Reports**

### Inbound File Report 2/25/2021 11:43 AM EST EXPORT

Date Range: 01 Jan 2021 - 25 Feb 2021 Items 86 Search

| Status              | File Type          | File Name  | Record Count | Date Received         | Date Processed        |
|---------------------|--------------------|--|--------------|-----------------------|-----------------------|
| Sent For Processing | Internal E-Lockbox | nacha-e2e,Jan2721_142228.txt                         | 1            | 01/27/2021 7:22:38 PM | 01/27/2021 7:22:38 PM |
| Sent For Processing | Internal E-Lockbox | elbx-fileheader-blank-01-recordtype,Jan2721_1...     | 0            | 01/27/2021 7:24:53 PM | 01/27/2021 7:24:53 PM |
| Sent For Processing | Internal E-Lockbox | elbx-fileheader-missing,Jan2721_142325.txt           | 0            | 01/27/2021 7:24:54 PM | 01/27/2021 7:24:54 PM |
| Sent For Processing | Internal E-Lockbox | elbx-fileheader-blank-04-immediate-origin,Jan2...    | 0            | 01/27/2021 7:25:08 PM | 01/27/2021 7:25:09 PM |
| Sent For Processing | Internal E-Lockbox | elbx-fileheader-blank-03-immediate-destination...    | 0            | 01/27/2021 7:25:08 PM | 01/27/2021 7:25:08 PM |
| Sent For Processing | Internal E-Lockbox | elbx-fileheader-blank-05-filecreationdate,Jan27...   | 0            | 01/27/2021 7:25:23 PM | 01/27/2021 7:25:24 PM |
| Sent For Processing | Internal E-Lockbox | elbx-fileheader-blank-09-blockingfactor,Jan2721...   | 0            | 01/27/2021 7:25:24 PM | 01/27/2021 7:25:24 PM |
| Sent For Processing | Internal E-Lockbox | elbx-fileheader-blank-08-recordsize,Jan2721_14...    | 0            | 01/27/2021 7:25:24 PM | 01/27/2021 7:25:24 PM |
| Sent For Processing | Internal E-Lockbox | elbx-fileheader-blank-10-formatcode,Jan2721_1...     | 0            | 01/27/2021 7:25:38 PM | 01/27/2021 7:25:39 PM |
| Sent For Processing | Internal E-Lockbox | elbx-fileheader-invalid-01-recordtype,Jan2721_1...   | 0            | 01/27/2021 7:25:39 PM | 01/27/2021 7:25:39 PM |
| Sent For Processing | Internal E-Lockbox | elbx-fileheader-invalid-05-filecreationdate,Jan2...  | 0            | 01/27/2021 7:25:53 PM | 01/27/2021 7:25:54 PM |
| Sent For Processing | Internal E-Lockbox | elbx-fileheader-invalid-02-prioritycode,Jan2721_...  | 0            | 01/27/2021 7:25:53 PM | 01/27/2021 7:25:53 PM |
| Sent For Processing | Internal E-Lockbox | elbx-fileheader-invalid-a-07-fileid-modifier,Jan2... | 0            | 01/27/2021 7:26:09 PM | 01/27/2021 7:26:09 PM |
| Sent For Processing | Internal E-Lockbox | elbx-fileheader-invalid-ampersand-07-fileid-mo...    | 0            | 01/27/2021 7:26:23 PM | 01/27/2021 7:26:24 PM |
| Sent For Processing | Internal E-Lockbox | elbx-fileheader-nonnumeric-02-prioritycode,Jan...    | 0            | 01/27/2021 7:26:24 PM | 01/27/2021 7:26:24 PM |
| Sent For Processing | Internal E-Lockbox | elbx-fileheader-invalid-dollar-sign-07-fileid-mod... | 0            | 01/27/2021 7:26:38 PM | 01/27/2021 7:26:39 PM |
| Sent For Processing | Internal E-Lockbox | elbx-batchheader-blank-01-recordtype,Jan2721...      | 0            | 01/27/2021 7:26:23 PM | 01/27/2021 7:26:24 PM |
| Sent For Processing | Internal E-Lockbox | elbx-batchheader-missing,Jan2721_142340.txt          | 0            | 01/27/2021 7:26:24 PM | 01/27/2021 7:26:24 PM |
| Sent For Processing | Internal E-Lockbox | elbx-batchheader-blank-02-servicecode,Jan272...      | 0            | 01/27/2021 7:26:38 PM | 01/27/2021 7:26:39 PM |

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1. Information about specific inbound files is available in each row.

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### Outbound File Report

2/25/2021 11:47 AM EST EXPORT

Date Range 09 Feb 2021 - 13 Feb 2021

Items 22 Search

| Status      | File Type        | Total Payment Amount | Distributed Date | Division | File Name                               | Details |
|-------------|------------------|----------------------|------------------|----------|---|---------|
| Pending     | EPIC             | \$5,197.35           | —                |          | 835_OUTBOUND_11_20_2020_12432590300.txt | VIEW    |
| Pending     | EPIC             | \$5,197.35           | —                |          | 835_OUTBOUND_11_20_2020_12432590300.txt | VIEW    |
| Pending     | Indexed Image    | \$5,197.35           | —                |          | 835_OUTBOUND_11_20_2020_12432590300.txt | VIEW    |
| Distributed | EPIC             | \$5,197.35           | 2020-11-20       |          | 835_OUTBOUND_11_20_2020_12432590300.txt | VIEW    |
| Distributed | Remittance (835) | \$4,359.22           | 2020-11-20       |          | 835_OUTBOUND_11_20_2020_12432590300.txt | VIEW    |
| Distributed | Remittance (835) | \$5,197.35           | 2020-11-20       |          | 835_OUTBOUND_11_20_2020_12432590300.txt | VIEW    |
| Distributed | Indexed Image    | \$111.43             | 2020-11-20       |          | 835_OUTBOUND_11_20_2020_12432590300.txt | VIEW    |
| Distributed | EPIC             | \$5,197.35           | 2020-11-20       |          | 835_OUTBOUND_11_20_2020_12432590300.txt | VIEW    |
| Distributed | Remittance (835) | \$5,197.35           | 2020-11-20       |          | 835_OUTBOUND_11_20_2020_12432590300.txt | VIEW    |
| Distributed | EPIC             | \$5,197.35           | 2020-11-20       |          | 835_OUTBOUND_11_20_2020_12432590300.txt | VIEW    |
| Distributed | Remittance (835) | \$5,197.35           | 2020-11-20       |          | 835_OUTBOUND_11_20_2020_12432590300.txt | VIEW    |
| Distributed | Remittance (835) | \$5,197.35           | 2020-11-20       |          | 835_OUTBOUND_11_20_2020_12432590300.txt | VIEW    |
| Distributed | Remittance (835) | \$5,197.35           | 2020-11-20       |          | 835_OUTBOUND_11_20_2020_12432590300.txt | VIEW    |
| Distributed | Indexed Image    | \$5,197.35           | 2020-11-20       |          | 835_OUTBOUND_11_20_2020_12432590300.txt | VIEW    |
| Distributed | EPIC             | \$5,197.35           | 2020-11-20       |          | 835_OUTBOUND_11_20_2020_12432590300.txt | VIEW    |
| Distributed | Remittance (835) | \$5,197.35           | 2020-11-20       |          | 835_OUTBOUND_11_20_2020_12432590300.txt | VIEW    |

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1. Information about the specific payments in the summary are available in each row.
2. Enter a term into the Search field to narrow the table display to those items that match the term.
3. Click on the **VIEW** button to open the detail view of the row 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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