

## ELECTRONIC REMITTANCE SERVICES: DIRECT 835

### REDUCE DAYS IN RECEIVABLES AND ADMINISTRATIVE COSTS

By automating the accounts receivable process, healthcare providers can reduce days in receivables, minimize administrative costs and focus staff on activities that increase revenue. PNC's Direct 835 service can help providers achieve their automation goals.

#### PNC HEALTHCARE DELIVERS

PNC is certified as an Electronic Healthcare Network by the Electronic Healthcare Network Accreditation Commission (EHNAC). As an electronic network, PNC receives 835 transactions from payers on your behalf, validates the files for correct syntax and format, and delivers them to you via secure transmission for automatic posting to your patient billing system.

PNC processes 835 transactions through PNC Healthcare Advantage, a web-based system that is also a portal to view 835 transactions and access reports that aid in cash posting and reconciliation.

#### PAYER CONNECTIONS

PNC has more than 2,000 connections with health insurance plans, and continually adds connections as providers and payers move toward 100% automation.

#### PRODUCT IMPLEMENTATION

PNC assigns a project manager to facilitate a smooth transition to the Direct 835 service by coordinating all stages of the implementation process.

#### Our Implementations Team will:

- Analyze your billing system requirements and then configure your incoming files by utilizing multiple options, which includes our capability to break out 835 files by NPI, payer, payer type and patient account number.
- Enroll your payers for 835 remittances and electronic payments (EFTs) by completing the payer-required documentation for your signature.
- Coordinate testing and normalizing of your 835 payer files for smooth posting to your patient billing system.

#### CORE FEATURES OF PNC HEALTHCARE ADVANTAGE

The PNC Healthcare Advantage web portal provides easy access to your 835 data.

- Eliminate time-consuming searches of individual payer web sites for reconciliation or research issues because our system provides remittance information for all of your active payers.
- Find specific 835 transactions via the use of robust search functionality. The 835 transaction status and data make file monitoring easier.
- Quickly access Adobe® PDF “manufactured” Explanation of Benefits (EOBs) at the transaction level or the claim level for simpler manual posting, secondary billing or denial appeal.
- Reconcile your cash to amounts in the billing system through the use of the PLB Report, which provides complete information regarding your provider level adjustments.
- Create a denial “task list” by payer and adjustment reason code for your staff to facilitate working denials.
- Export 835 data and transaction reports to Excel for further analysis.

#### OTHER DIRECT 835 SERVICE OPTIONS

The PNC Healthcare Advantage Reassociation feature allows you to conveniently store your 835 pnc.com/healthcare remittance transactions until the corresponding electronic payments or checks are received. The “fully funded” remittance file is then securely transmitted to you for posting to your patient billing system.



### READY TO HELP

At PNC, we combine a wider range of financial resources with a deeper understanding of your business to help you achieve your goals. To learn more about how we can bring ideas, insight and solutions to you, please contact your Treasury Management Officer or visit [pnc.com/healthcare](https://pnc.com/healthcare).

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