

PATIENT PAY LOCKBOX

COLLECT PATIENT PAYMENTS EFFICIENTLY, POST AUTOMATICALLY

As patients assume more responsibility for healthcare costs, providers shoulder a heavier burden in terms of patient collections. By utilizing a separate PNC Patient Pay lockbox, providers can collect and post patient payments faster, and with greater accuracy, at a reduced cost.

PNC HEALTHCARE DELIVERS

PNC Healthcare's Patient Pay Lockbox service leverages our national lockbox network, one of the largest and best-performing networks in the country. You can collect payments from patients in an efficient and cost-effective manner. You can also have faster access to funds because PNC uses unique ZIP codes to accelerate the receipt of mail. With multiple mail pickups and deposits 7 days a week, you'll see faster funds availability with timely access to critical payment information.

- Data captured from the statement OCR line and the check is mapped to either an 835 electronic remittance format, a Bank Administration Institute (BAI) flat file format, or a customized format specified by the provider. Credit card payments processed through PNC Merchant Services may be included in the file. The file is then transmitted to the provider to upload to the patient billing system. Files generated by PNC's Patient Pay Lockbox service typically post with more than 98 percent accuracy.

HOW PATIENT PAY LOCKBOX WORKS

- The provider sends a paper bill to the patient for an outstanding service balance, an uncovered procedure or co-pay. The bill contains an invoice and a statement with patient information contained in a scannable Optical Character Recognition (OCR) line. The OCR line is similar in appearance to that found on a credit card statement or telephone bill.
- The patient sends a check, along with the statement, to the provider's PNC lockbox address. For providers who accept credit card payments, the patient has the option to write credit card information in the space provided on the statement.
- Once the check and statement are returned to the provider's Patient Pay Lockbox address, the statement is scanned, and the check and statement are imaged. If the patient did not return the scannable statement, the patient number is keyed. Credit card payments are processed through a system called IC Verify, provided by PNC Merchant Services.

BEST PRACTICES FOR PATIENT PAY LOCKBOX

- PNC can work with your print vendor to design an OCR scan line that will help to maximize automated payment posting. The scan line should contain, at a minimum, the patient number, amount due and invoice number (if applicable) and is limited to 72 characters. PNC recommends that the scan line include a Modular 10 check digit on both the patient number and the entire scan line, to ensure accurate capture of data.
- PNC tests and approves all scannable statements prior to the implementation of the service.

STANDARD SERVICE FEATURES

- Transmission of a file in Bank Administration Institute (BAI) or another “flat file” format that will allow automated posting of patient payments to the billing system
- Imaging of all checks, coupons and nonfinancial correspondence
- Storage of images and associated data on a same-day basis for a period of 60 days, with access through PNC’s PINACLE® A/R Advantage module. You can search stored images using information captured from the OCR scan line or the check during the lockbox process
- Generation of image CD ROMs once a month, or more frequently due to transaction volume and/or other requirements
- Remapping the “flat file” transmission to the PNC standard Patient Payment 835 format to facilitate input to patient billing systems that require an 835
- Use of Exception Manager to correct payments where data was not captured during the OCR process; the corrected information is then included in your daily lockbox transmission

COMPLEMENTARY SERVICE OPTIONS

- **PNC Merchant Services** — You can establish a PNC Merchant Services account so that PNC can automatically authorize and deposit credit card payments through the Patient Pay Payment Lockbox.
- **E-Lockbox Advantage** — PNC enrolls you with MasterCard RPPS.® This service registers you with banks and consumer bill payment services across the U.S., so that “check and list” patient payments can be received electronically. The service accelerates receipt of patient payments, reduces data entry costs in the lockbox, and increases the automated posting rate for these exception items.
- **PINACLE Image on Demand module** — This service allows the provider to retrieve images of returned checks online.

CUSTOM SERVICE OPTIONS

- Virtual batching of images by expected posting status, payment type or facility/office/entity
- Batch level or transaction level printing of images, to allow a provider to create an Adobe® file containing the image batch, or individual transaction image
- Image transmission or image download in either TIFF (black and white) or JPG (full-color) images and an image index file in Comma Separated Value (CSV) format that can be imported into a document imaging system
- Extended storage of images and associated data for 10 years, eliminating the need for a monthly CD ROM
- Authorization of credit card payments and inclusion of these payments on the lockbox output file



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.

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