

Healthcare Provider Services Overview

TREASURY SERVICES HEALTHCARE SOLUTIONS

SUPPORTING YOUR RECEIVABLES, DISBURSEMENTS AND LIQUIDITY NEEDS

In today's healthcare environment, an intensified focus on cost reduction and operating efficiency brings renewed attention to non-clinical operations, such as revenue cycle and collections management in the treasury function. Industry trends, including consolidation, an abundance of high deductible health plans, Accountable Care Organization compliance and declining reimbursement rates are driving providers to look beyond traditional approaches to automate revenue cycle processes.

BNY Mellon's Healthcare Solutions experts have helped many providers address these diverse and evolving forces that are shaping the healthcare industry. Our goal: to help you in your efforts to reduce costs, improve operating margins, accelerate cash flow and gain easy access to healthcare analytics for timely decision making.

We know treasury services related to the healthcare industry. Let us help you build a solution using one or more of our innovative services.

Efficiently Collect Payments and Related Information

If Your Goal is to:	Talk to Our Experts About:
Tackle the manual and labor-intensive paper checks and remittance process.	Our Lockbox services , providing you with access to our wholly-owned and operated nationwide network of lockbox sites that collect and process your patient and corporate payments, including checks, documents and/or correspondence near their points of origination, reducing float and cutting down your days outstanding.
Reduce manual payment posting (internal or outsourced), increase automated posting rates and improve accuracy.	Our Explanation of Benefits (EOB) Data Lift and ERA Direct service , splitting claims based on your predefined custom identifiers along with manufactured 835s and direct Electronic Remittance Advices (ERAs), and providing hands-free payment posting to your patient accounting system via a file transmission that includes posting files (835), customized image index files and associated images. This service can free up data entry and other administrative resources associated with processing paper claims and potentially decrease costly internal mail operations.



If Your Goal is to:	Talk to Our Experts About:
<p>Match remittance and payment information that arrives from different sources at various times.</p>	<p>Automatic Reassociation of all remittance and payment types with built-in manual workflows for decisioning exception items. After a match is complete, reconciliation reports are updated and output files are generated. Our suppression technology prevents the creation of manufactured 835 transactions from lockbox images when ERAs have already been received.</p>
<p>Split payments by business unit, facility and/or accounts receivable system.</p>	<p>Our Claims Splitting service, providing the ability to split EOB/ERA information for use in multiple billing systems by the designated National Provider Identifier (NPI) and create new 835 files that are delivered to you for posting into separate patient accounting/management systems. Highly detailed and specific business rules allow for accurate updating of multiple patient accounting systems for a wide variety of scenarios.</p>
<p>Efficiently handle, categorize and retrieve correspondence received in your lockbox.</p>	<p>Enhanced Correspondence, categorizing documents (e.g., audit and request-for-information letters) electronically based on specified fields (e.g., Patient Name, Patient Account Number) and providing the ability to search and filter information online based on pre-defined fields (e.g., Deposit Date, Facility, Lockbox Number, Document ID). You can view the document image, edit the categorization and approve it for processing.</p>
<p>Streamline a diverse range of payment collection channels and settings, varying business requirements and different cash-handling policies.</p>	<p>Point-of-Service Cashiering, offering a flexible, enterprise-wide system that will seamlessly integrate all points of your upfront collection processes, as well as interface with your internal systems for billing, reporting and tracking.</p>

Build Security and Timeliness into Your Disbursement Process

If Your Goal is to:	Talk to Our Experts About:
Transition from paper check to electronic payment and remittance delivery.	BNY Mellon with Paymode-X[®] , assisting you in your efforts to expedite vendor and accounts payable payments via ACH, decrease paper check usage, reduce labor-intensive processes and deliver critical transactional information while creating a valuable source of rebates via dividends.
Simplify and reduce costs associated with your patient refund process.	Patient Refunds , a value-based, turnkey solution that includes printing of patient and payer checks; mail delivery and tracking; return mail handling; comprehensive reporting; escheatment*; and customer service tools. This solution is designed to increase patient satisfaction and eliminate the need for your organization to manage these services in house.
Automate patient payments without storing and maintaining patient banking information.	BNY Mellon Tokenized Payments with ZelleSM , our new payment solution that allows consumers and businesses to pay almost anyone who banks at a U.S. financial institution (typically within minutes or one to three business days). This service automates your B2C payments without requiring the storage and maintenance of banking information (i.e., transit routing and account numbers).
Reduce the costs associated with in-house check printing.	Check Issuance , designed to enable users to outsource check/document printing and mailing functions while incorporating fraud deterrents.
Expand the range of electronic payment options available to patients and improve the timeliness and quality of your collection process.	Electronic Receivable Payment Services , providing tools for receiving and capturing customer payment information, automatically processing payments with your financial institutions, combining payment data from multiple channels in a single posting interface to effectively manage your receivables with comprehensive reporting and audit controls.

You Can Maximize Liquidity and Investment Opportunities

If Your Goal is to:	Talk to Our Experts About:
Identify investment opportunities to maximize liquidity and yield while accessing service and reporting capabilities that support transparency.	Liquidity DIRECT^{®**} , our convenient online investment portal that offers access to a wide range of money market funds, direct investment in money market securities and capabilities to safekeep margin balances.
Build and manage an investment strategy that matches your unique business requirements.	Asset Management , offering access to multiple, autonomous world-class investment boutiques, representing a broad spectrum of distinctive asset management styles.
Streamline operations and create efficiencies within your asset servicing processes.	Asset Servicing , global custody and related solutions for highly sophisticated asset pools. The services' menu of capabilities provides both payers and providers with customized applications for all levels of users.

Contact us at 1 800 424-3004 or send an e-mail to treasury@bnymellon.com. One of our healthcare specialists will talk with you to learn about your specific goals and challenges and share our insights on ways you might address them.

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5/2017