

Medical Lockbox

By RKB



A Complete Financial Platform that balances and reconciles ALL Payments with Claims

A Brief History

It is estimated that payers distribute six hundred million envelopes each year to pay provider claims, which translates to \$3 - \$4 billion in administrative healthcare costs. In an attempt to reduce this administrative burden, banks serving the healthcare community commonly offer digital lockbox services – a process that includes scanning paper checks and EOBs into electronic images. While a digital lockbox is an improvement from a functionality perspective, it does not completely automate the claims payment process. Financial Payments assists banks in helping their provider customer base overcome this and other barriers.

Anybody can process electronic files but only a few truly understand the paper to electronic conversion process. Maintaining your lockbox revenue is important and the decision to move to electronic is your decision and not that of a third party. Its true healthcare is moving more and more towards electronic but there is time to make that transition and we will be there to support the electronic side when that mandate finally comes down and when you and your customer are ready to make the switch.

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Healthcare Solutions

RKB recognizes that the banking industry has become a major force in the healthcare market and looks to become an even larger contingent. Like any newcomers to the healthcare industry that approach the claim and payment process with a preconceived notion of simplicity, many find that what appears on the surface to be a simple billing and reconciliation process is in fact a very complex financial transaction with multiple touch-points

Connecting the Dots

Gaining an understanding of the current revenue cycle for claims submission and payment processing while preparing for the next generation of healthcare industry evolution, namely consumerism and the radical change required in systems and methodology to address these existing processes, will be a daunting challenge to the banking industry. We can help.....

Helping you build a self-healing clinical and operational environment

SIMPLY - Our process is very simple to use and there is unlimited number of users. Everything has been designed with all users in mind. Our implementation is quick and simple and normally takes no more than 30 days to complete. Our process is ASP-based, requiring nothing more than a Web browser. Our framework is built off a Dash Board thus providing you immediate access to critical data and analysis of what's been processed. We have a unique approach that provides the ERA and the paper converted EOB processing at a flat rate. No upfront capital investment. No more hidden charges. No more what ifs and No more broken promises.

SMARTER - Our solution provides you a 24 hour guarantee turnaround or less with converting your paper to electronic using 4 SIGMA quality standards. No Start Up costs or Fees. We setup a Private label website at no cost for either yourself or your customer. No cost for setup and testing. We do Medical, Dental & Pharmacy Transactions. Our EOB processing and virtual formatting is uniquely different, very cost effective, user friendly and simple to use.

SOLUTION - Our solutions have been around for over ten years and have one of the best track records in the industry. Our technical staff has been directly involved with recognition technology since 1987. We specialize in Revenue Cycle Management/Medical Banking processing for both Paper and EDI transactions but more importantly we excel with paper conversion, converting paper to electronic (EDI) or to an ANSI 835 format. Our paper conversion to EDI is among the best on the market, if not the best, and we process over millions of transactions a month. Our processing is 24 hours or less but we guarantee 24 hours. In by 5:00p and out by 8:00a the next day is what you can expect from us.

Working directly with Providers and with its' banking partners, as an extension of

their lock box services, Financial Payments transforms all elements of a healthcare transaction into a single digital stream. Electronic remittances (835 files) are retrieved from payers, providers and clearinghouses along with paper EOBs which are converted to electronic 835 formats thus enabling us to provide a truly paperless or "straight-through" processing environment. Key functions include presentment of all EOB data, Denial and Exception processing, Secondary Billing, reconciliation and re-association, Recovery of lost revenue, Appeals and Re-billing functions, and much more. Files ready for immediate posting are returned instantly to providers' billing systems. The architecture is flexible and allows for easy integration with multiple vendors.

We help Healthcare and Banking Specialists focusing its efforts on Payment (Revenue) Cycle Management after carefully examining the issues confronting providers today. How to improve positive cash flow and/or accelerate the payment process along with providing cash flow forecasting and analysis tools that allow providers to make better business decisions. There is a serious underpayment problem with providers today and reconciling payments, claims and contract arrangements to EOB statements represents a key strategy for the provider.



Healthcare Solutions

While there are many vendors in the market that have solutions that address a single specific problem, very few, if any, can bring a complete suite of products and services that are integrated into one seamless solution tailored to meet the needs of the client. RKB has completed that task and adds new capabilities continuously and brings to you a single source solution.

RKB takes responsibility for delivering solutions in a timely and economic model that best fits the buyer's business plan and operating budget. All of our solutions remove unnecessary steps, thusly reducing costs and operational inefficiencies. We have the flexibility and the technical expertise to network the integral components for any given provider. RKB puts the right pieces in the right place at the right price, for what the customer wants. The customer buys only what they need to add efficiency to their current workflow process.



Medical Banking Solutions

RKB recognizes that the banking industry has become a major force in the healthcare market and looks to become an even larger contingent in the coming years. Like any newcomers to the healthcare industry, the banking institutions participating in this market may have approached the claim and payment process with a preconceived notion of simplicity. Many have found early on that what appears on the surface to be a simple billing and reconciliation process is in fact a very complex financial transaction with multiple touch-points.

Gaining an understanding of the current revenue cycle for claims submission and payment processing while preparing for the next generation of healthcare industry evolution, namely consumer directed healthcare, will be a daunting challenge to the banking industry. RKB can help.....

RKB brings a unique approach to this market segment by providing outsourcing technology services that address two key areas of concern for the banking organization and their ability to reach out and touch the healthcare market in a meaningful way:

1. Managing the lockbox transactions electronically as a conduit between payer, provider, intermediary and banking institution by linking all parties through one single data hub. All transactions meet HIPAA compliance including EOB processing, payment reconciliation and delivery of payment data to providers in a unified

presentation format for electronic posting. RKB can:

- *Provide conversion of EOB documents and images to HIPAA compliant 835 ERA transactions*
- *Provide technology for converting data to one single presentment format allowing providers to post payments electronically regardless of Practice Management System platform*
- *Provide interfaces to Revenue Cycle Management, Billing Services or directly with Provider organizations to complete the transaction loop and tie critical data elements together for reconciliation and balancing of claim payment.*
- *Provide guaranteed turn-around-times and data quality SLA's.*
- *Provide one single data hub (portal) for accessing and viewing status of transactions in process.*
- *Provide an a la carte menu of services – Only use what is necessary*
- *Provide buy versus build or acquire option saving time and money*

Technology

Deploying technology that allows the banking institution to provide critical financial data at the point of service in the medical office or facility including deductible amounts, HSA account balances, PPO network discounts and Out-of-Network settlement agreements all of which allow for debit card use and payment settlement at the point of service for the provider RKB can:

- *Provide a link between the health plan, provider and banking institution*
- *Provide PPO network discount amounts along with display of current deductible levels and HSA balances allowing for use of debit card at point-of-service*
- *Provide access to Eligibility and PPO Network Affiliations*
- *Provide virtual Membership ID cards with Network logo*
- *Provide primary network selections for banker institutions*

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Connecting the Dots

RKB *connects the dots* by utilizing technology-based services that provide continuity and seamless processing by removing the human touch points in the revenue cycle. Most importantly, 9xMed intercedes at the critical touch points in a seamless fashion with complete transparency to the user.

Services

In today's healthcare market environment literally, billions of transactions are exchanged each year through a network of complex and costly channels. The U.S. healthcare industry includes approximately 250,000 provider-based billing entities (e.g., hospitals, groups, physicians, labs) encompassing 1 million healthcare providers and 12,000 payer/processing-related entities (e.g., insurance companies, health plans, HMOs, BCBS Plans, third party administrators, government fiscal intermediaries). This environment is fragmented and extremely dependent on information exchange. Duplication is rampant and costly; many transactions are "touched" by two to three intermediaries before they are processed by payers and payment is received by providers. The national cost is staggering and the operational dynamics of it all is equally profound.

RKB has engineered and woven together some of the most powerful tools to address critical touch points in managing healthcare transactions and offers those tools through a single portal. This service allows healthcare providers, banking institutions to access data and services that make their businesses and lives run more efficiently with the elimination of waste and multiple touch points.

RKB offers outsourcing services that address Medical Banking, Management, EOB Processing.

We invite you to visit and look around. Please let us hear from you with comments and ideas.

RKB
817-891-3405
jay@rkb-hc.com
<http://www.rkb-hc.com>