

Workflow Automation Task Force

Overview of the Specialized
Healthcare Lockbox

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Healthcare Lockbox *(Standard Offering)*

- ❖ Bank maintains P.O. Box
- ❖ Bank picks up mail
- ❖ Bank opens and sorts mail
- ❖ Bank deposits checks
- ❖ Provider receives EOBs via courier

Specialized Healthcare Lockbox

- ❖ Different models dependent on commitment level
 - Cost of entry
 - Healthcare expertise
 - Offensive or defensive sales position

- ❖ Entry Level (Silver)

- ❖ Intermediate Level (Gold)

- ❖ Expert Level (Platinum)

Specialized Healthcare Lockbox Entry Level (*Silver*)

- ❖ Bank provides basic lockbox services plus
- ❖ Converts EOBs to basic 835
- ❖ Captures patient pay data and creates posting file
- ❖ Archives EOB images with limited viewing abilities
- ❖ No additional revenue cycle services

Specialized Healthcare Lockbox Intermediate Level (*Gold*)

- ❖ Bank provides silver level lockbox services plus
- ❖ Converts EOBs to enhanced 835 or other formats
- ❖ Provides user interface for viewing EOBs, Claims, ERAs, and correspondence
- ❖ Limited electronication of paper remits to ERAs
- ❖ Transaction reporting

Specialized Healthcare Lockbox Expert Level (*Platinum*)

- ❖ Bank provides gold level lockbox services plus
- ❖ Owns or an integrated partner with a healthcare clearinghouse to provide additional electronic transaction capability.
- ❖ Provides additional services for revenue cycle. (automated secondary billing, denial and contract management)
- ❖ Provides pre-funding of claims and patient credit services

Specialized Healthcare Lockbox Sales Challenges

- ❖ How do you describe the enhanced services to the healthcare providers?
- ❖ How do you define and measure the key areas that make up the ROI for providers? (Reduction in FTEs, revenue cycle days, reduction of operating cost, and expediting cash posting)
- ❖ Do you train the current sales staff on how to sell the specialized healthcare lockbox or hire a dedicated staff to assist them?

Specialized Healthcare Lockbox Implementation Challenges

- ❖ Do you train the current staff how to implement the specialized healthcare lockbox or hire a dedicated healthcare team?
- ❖ Do you charge for the implementation or defray the cost over time in the contract?
- ❖ How do you define a successful implementation?

ROI Case Study



	BEFORE	AFTER
AR Days Outstanding	60+	15 - 40
Posting FTE	13	2.2
Posting Error Rates	30%	2%
EOB Lookup Time	20 – 60 min	< 1 min
Accounts Researched per FTE per day	40	82
TOTAL ANNUAL BENEFIT: \$660,000		

