

Schedule a no-obligation
consultation today

A photograph of a modern hospital hallway with a glass railing. Two healthcare workers, a woman in blue scrubs and a man in green scrubs, are walking and talking. The text "Streamline your Healthcare Claims Management Process" is overlaid on the left side of the image.

Streamline your Healthcare Claims Management Process

With First Horizon's Healthcare Remittance Manager, providers can streamline their claims management and revenue cycle processes by conveniently managing payments and automating the claims payment posting process. Features include:

Wholesale Lockbox

Improve office efficiencies with a wholesale lockbox for your healthcare paper-based claim payments. Checks mailed into the lockbox will be imaged and deposited; Explanation of Benefits (EOB) will be imaged.

EOB Paper Conversion

With a combination of industry expertise and technology automation, paper EOBs remitted to your lockbox will be converted into an industry-standard 835 file that can be auto-posted into most patient accounting systems.

ERA Acquisition

Electronic Remittance Advice (ERA) files are acquired directly from payers and/or clearinghouses and integrated into a consolidated 835 posting file that includes your acquired ERAs plus electronically converted EOBs from the lockbox.

Claims Management

Secure online access to the Healthcare Remittance Manager portal allows you to drill down to claim-level detail per patient. Quickly research remittance data using industry-specific criteria such as patient first and last name, patient account number, date of service, etc.

Workflow Queue

Improve your staff's productivity through the use of workflow queues. Creating workflow queues to manage your remittance posting, denial identification and correspondence processes at the user level can increase your efficiency and reduce loss or delays in revenue.

Reconciliation

Funds verification for ERA transactions and a reconciliation module provide full insight on how remittances correspond to the deposits.

Claim & Payment Matching

With claims and payment matching, claims will be matched to payer payments, reducing time spent on the manual reconciliation process.

Online Image Retrieval

With the Healthcare Remittance Manager portal there's no need to store paper copies of your remittance. You will have online access to your remittance data for seven years, reducing the need for additional storage space.

Get Started

For more information or to schedule a no-obligation consultation, contact your Relationship Manager or Treasury Management Sales Officer.