

ClaimPay/ClaimRemit

Metavante's post-adjudication
print and electronic payment and
remittance distribution solution
for the healthcare industry



Metavante Healthcare Payment Solutions



Today's healthcare system is transitioning from costly paper-based processes to efficient and secure electronic environments. Although there are obvious efficiencies and savings in an electronic environment, it is unlikely that all providers will be able to accommodate electronic information overnight. As such, payers must incur the additional cost of supporting both paper and electronic systems. However, payment and remittance distribution, whether print or electronic, is often not a core function for most health plans and administrators – who must contend with changing regulations (such as HIPAA), operational inefficiencies, scalability limitations, and constant cost pressures. The consumer driven healthcare (CDH) movement is continually creating new payment requirements and processes, and customer service areas are often ill-equipped to respond to customer questions and requests. Consequently, there is a demand for more sophisticated solutions and support tools to manage this critical business function.

ClaimPay/ClaimRemit: Helping You Meet Those Challenges Head-on

Metavante ClaimPay/ClaimRemit is a post-adjudication payment and remittance distribution solution. With ClaimPay/ClaimRemit, payment, reconciliation, and communication are conducted more efficiently and economically, enabling you to streamline administrative processes and devote more resources to better serving your clients.

Using Metavante's secure FTP import mechanisms, ClaimPay/ClaimRemit enables you to upload post-adjudication claim data files to our server 24/7. Once we receive the encrypted data files, an immediate receipt notification is sent via e-mail, alerting you to any import issues. Imported files are checked for errors, auto-balanced, screened for duplication, and mapped. You can interact with the data via a user-friendly Web interface within one hour of file receipt.

Once per day, released files are sent to production – either for print/mail or electronic distribution. ACH payments are generated via NACHA, and electronic remittance documents are posted. Printed mail is released to presort and delivered to the United States Postal Service. The entire production process is complete within 24 hours. It's that simple!

A Whole New Level of Control and Customization

ClaimPay/ClaimRemit gives you unprecedented access and control to manipulate and edit your data prior to print/payment – ensuring that payments and remittance documents are correct, delivered on time, according to customer preference and without exception.

Through the ClaimPay/ClaimRemit Web interface, you can access received files, view summary reports of imported data (number of documents, number of checks, check number ranges, check amounts, EFTs, etc.), search and drill down through file detail, and view related PDF documents. As necessary, you can interact with the claim data – pulling, holding, editing, updating, purging, rerouting, or releasing specific documents, groups, or files prior to printing. Security settings limit access/permissions for each user, and detailed audit trails ensure you know what, and when changes have been made to your data, and by whom.



Customized alerts can be defined so each user can be notified of specific actions and completed tasks (with embedded Web links) – making it easy to track the entire process from start to finish. You also have Web-based access to Explanation of Benefit (EOB) documents, check images, and EFT details. Detailed online reporting is available for both payers and providers. Payers can view reconciliation files containing both electronic and paper payment information, including re-association of dollars to remittance data.

Benefits

Outsourcing payment and remittance distribution processes to Metavante has significant benefits:

- **Reduced postage costs.** With ClaimPay/ClaimRemit, our customers are able to achieve significant postage savings through several key strategies – offering electronic payment and remittance alternatives, leveraging duplex printing to reduce mailing weight, name/address matching to ensure multiple pieces of mailing going to the same destination are mailed in the same envelope, presorting mail by zip code to secure lower postage rates, minimizing white space with expert form design tools, and reducing document volume by producing summary/monthly EOB documents.
- **Lower overhead.** With sophisticated on-line tools and control audit reports to monitor all payments/transactions 24/7, ClaimPay/ClaimRemit helps customers significantly reduce overhead costs. Files are automatically processed 24/7 enabling clients to easily transfer data and use less internal employee labor.
- **Less capital investment.** Metavante uses current equipment which enables the client to maintain working capital and lower their employee count. Metavante's variable cost structure is low because it is



able to take advantage of economies of scale based on the entire transaction flow across the system.

- **Reduced Security/Compliance Burden.** ClaimPay/ClaimRemit can relieve the burden and reduce the cost of compliance – with HIPAA security/privacy controls and SAS 70 Level II audited operations. This gives customers peace of mind that all transactions are distributed properly and securely.

The Bottom Line

Payment and remittance distribution is our core competency – it doesn't have to be yours. Metavante has the process, security, and technology to efficiently and cost-effectively coordinate both your paper and electronic distribution through a single processing and reporting interface. Metavante can address both your short-term and long-term objectives. Our company has the infrastructure to help ensure your HIPAA and other compliance at a very low cost. With ClaimPay/ClaimRemit, you can achieve significant cost savings, increase operational efficiency, and free resources to focus on your core business.

To learn more, visit www.metavantehealthcare.com or call 1-800-822-6758.

Contact Us. Help participants get the most from their benefit plans with less work, less risk, and less cost. For more information, contact your sales representative or client relationship manager, call 1-800-822-6758, or visit us at metavantehealthcare.com.

