

Patient Lockbox User Guide

August 2019



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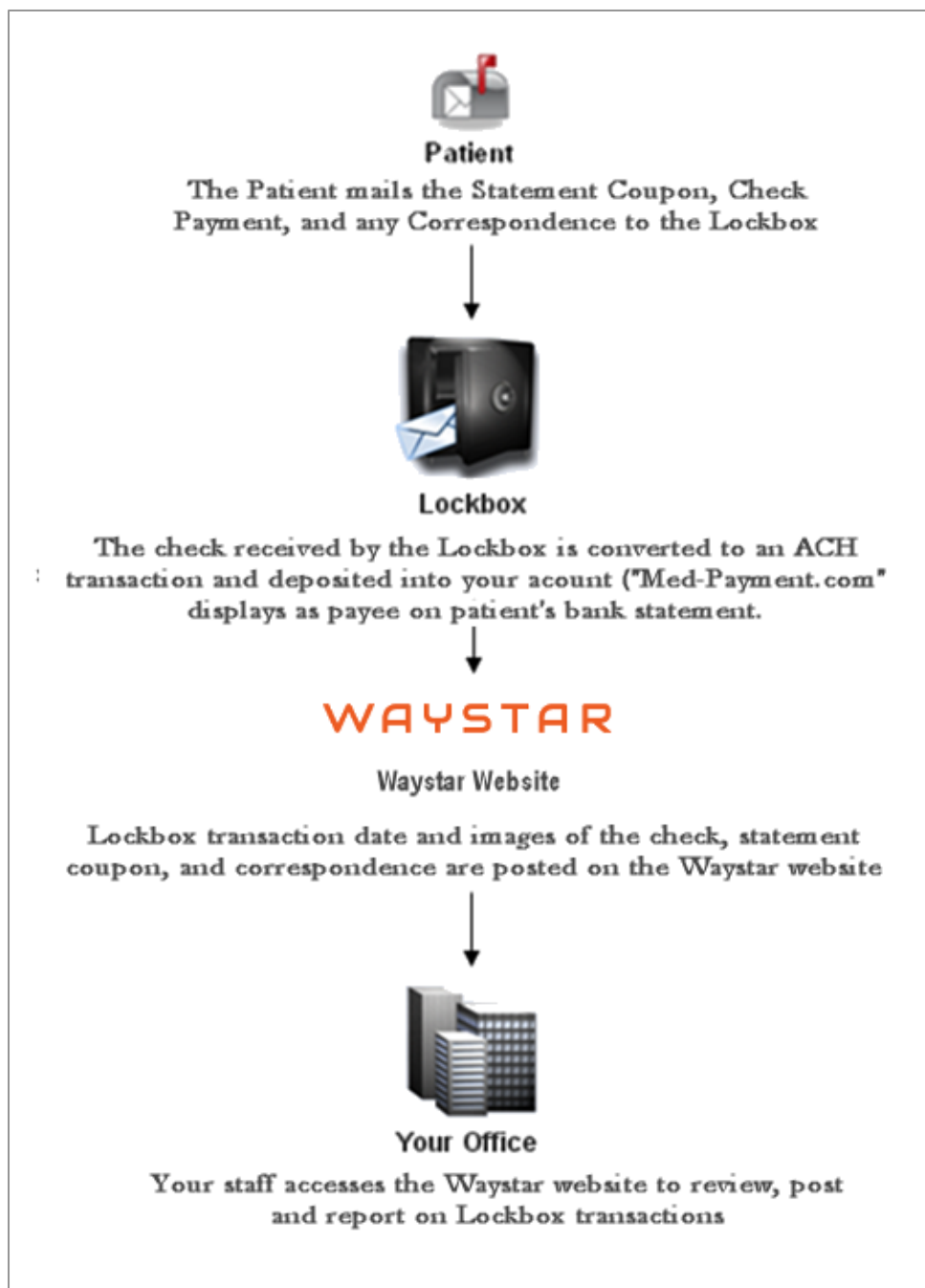
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Overview

Lockbox is a postal mailbox where your patients can send their statement coupons, payments, and any correspondence. The payments are then processed, deposited, and made available for your review on the Waystar website. The Lockbox process currently applies to payments made to your office via check, cash and money order.

- Provides a convenient payment option for patients
- Allows payments to be deposited directly into your bank account
- Enables you to review transaction details and images on the web
- Minimizes the potential for theft and delay associated with unprocessed payments

The Lockbox Process



Permissions

Patient Payments permissions must be established in order for you to view and utilize the functionality in the Lockbox solution. Only the account Domain Administrator (DA) can set permissions for additional users to access the Lockbox application.

Frequently Used Terms

These Patient Lockbox terms will be used throughout this user guide:

- **Lockbox Transaction** - A payment for services provided, processed using Waystar's Lockbox application.
- **Print Services** - The Waystar application containing the Patient Statements and Collections Letters which are mailed to patients.
- **Patient Statement** - An invoice for services provided, mailed to a patient.
- **Statement Coupon** - The section of the Patient Statement that displays a summary of the amount due. It is perforated for removal and usually included by a patient with their payment.
- **Correspondence** - Any material mailed to the Lockbox which is not a check, such as a coupon with a change of address indicated or a note from a patient.
- **ACH Transaction** - A payment via Automated Clearing House Check Processing, which converts a paper check into electronic-check format.
- **Payment Matching Item** - A payment sent to the Lockbox without a statement coupon, or with a coupon whose scan line is illegible. Also known as an Unmatched Payment Item. Accounts must match each Payment Matching item in order for your funds to be posted.
- **Posting Report** - A listing of individual amounts credited to the account.
- **Med-Payment.com** - The payee listed on the bank statements of patients paying via Lockbox.

Lockbox Transactions

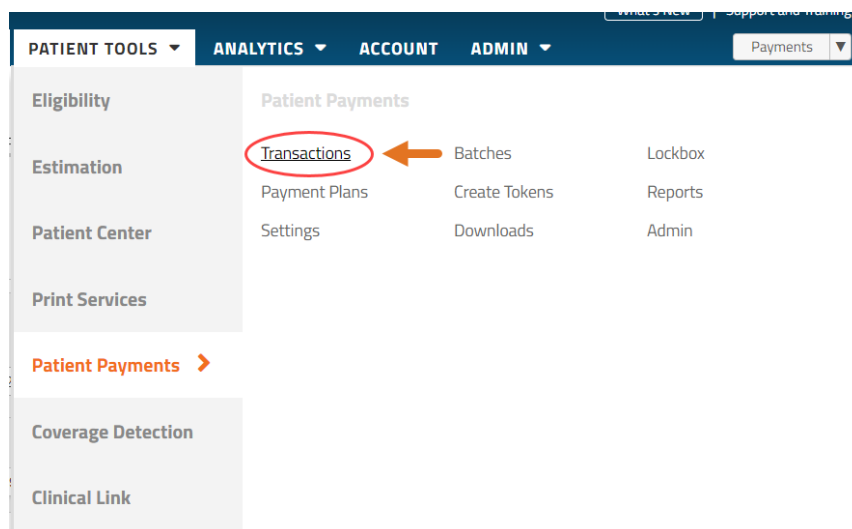
Lockbox transaction detail for payments deposited to your account is processed Monday through Friday (transactions received on a Saturday or Sunday are processed with the following Monday's file; transactions received on a bank holiday are processed on the next business day).

Money orders and cash will not be converted into ACH transactions since these items go to the Federal Reserve to be cleared.

Searching for Lockbox Transactions

You can search for Lockbox transactions by using criteria such as Transaction Date(s), Net Amount, Patient Name and Patient Account Number. To search for Lockbox transactions:

1. Go to **Patient Tools > Patient Payments > Transactions**.



2. Use the **Point of Entry** dropdown list to select **Lockbox**.
3. Click the **Search** button to display all Lockbox transactions.

A screenshot of the search results page for Lockbox transactions. The page shows a search filter on the left and a table of results on the right. The search filter includes fields for 'Patient or Patient Account Number', 'Last 4 of Credit Card/Acct #', 'Trans. ID', 'Transaction Date' (set to 'Within the Last 2 Years'), 'Point of Entry' (set to 'Lockbox'), 'User' (set to 'All'), 'Time Zone' (set to 'Eastern (UTC -5)'), 'Net Amount' (with '\$ min' and '\$ max' fields), 'Visit #', 'Pay Plan ID', 'Auth/Check #', and 'Arrange. ID'. The 'Search' button is highlighted with an orange arrow. The table of results shows 3 results, with columns for 'Transaction Date Time', 'Payment Method Card Type', 'Point of Entry', 'Patient Account Number', 'Patient', 'Net Amount', 'Status', 'Auth # / Check #', 'Trans. ID', and 'User'. The results are as follows:

Transaction Date Time	Payment Method Card Type	Point of Entry	Patient Account Number	Patient	Net Amount	Status	Auth # / Check #	Trans. ID	User
10/29/2018 1:00 AM	eCheck ...3814	Lockbox	123458	MARK MILLER	\$100.00	Funded	3814	612986	LockBox
10/29/2018 1:00 AM	eCheck ...3813	Lockbox	123456	AMY ADAMS	\$426.46	Funded	3813	612985	LockBox
10/29/2018 1:00 AM	eCheck ...3812	Lockbox	123459	BRIAN BROWN	\$222.22	Funded	3812	612984	LockBox

Viewing a Lockbox Transaction

To view a digital image of a Lockbox transaction:

1. From the **Patient Payments > Transactions** screen, search for the **Lockbox** transactions.
2. Click the **Images** button below the transaction you want to review.

Export ▾

New Transaction

Refresh Table

Transaction Date Time	Payment Method Card Type	Point of Entry	Patient Account Number	Patient	Net Amount	Status	Auth # / Check #	Trans. ID	User
10/29/2018 1:00 AM	eCheck ...3814	Lockbox	123458	MARK MILLER	\$100.00	Funded	3814	612986	LockBox
10/29/2018 1:00 AM	eCheck ...3813	Lockbox	123456		\$426.46	Funded	3813	612985	LockBox
10/29/2018 1:00 AM	eCheck ...3812	Lockbox	123459	BRIAN BROWN	\$222.22	Funded	3812	612984	LockBox

Results 1 - 3 of 3

Page 1 of 1

Per Page 10 ▾

3. A pop-up screen will display any images associated with the Lockbox transaction.
4. Click on any of the individual images to zoom in.

Lockbox images for transaction: 612986 [Close Window](#)

Demo Medical Practice
123 Medical Center Ct
Louisville, KY 40202

Pay your bill online at www.myzpay.com/demo

RETURN SERVICE REQUESTED

Billing Phone Number 502-473-7851

PAGE: 1 of 1

ADDRESS: MARK MILLER
12348 MAIN ST
LOUISVILLE, KY 40201

STATEMENT DATE: 07/15/2018

PAY THIS AMOUNT: \$132.61

ACCOUNT NO: 123458

SHOW AMOUNT PAID HERE: \$100.00

MAKE CHECKS PAYABLE / REMIT TO: Demo Medical Practice
PO Box 371863
Pittsburgh, PA 15250-7863

0000019229471000000072900000132610001

STATEMENT

PLEASE DETACH AND RETURN THE PORTION WITH YOUR PAYMENT IN ENCLOSED ENVELOPE.

Note: If a money order or cash is sent as payment, an image of the money order or an image of a cash voucher for the cash will be sent.

Viewing a Lockbox Receipt

Follow the steps below to view a digital receipt of a Lockbox transaction:

1. From the **Patient Payments > Transactions** screen, search for the Lockbox transactions.
 2. Click the **Receipt** button beneath the transaction you want to review.
- A popup will display the receipt associated with the Lockbox transaction.

The screenshot shows a 'Payment Receipt' popup window. At the top left is a 'Print Receipt' link and at the top right is a 'Close Window' link. The main content area displays the following information: Demo Medical Practice, 123 Medical Center Ct, Louisville, KY 40202; Date: 08/22/2016, Time: 01:00 AM EDT; Card Type: Visa, Last 4 Digits of Card: 1111, Authorization Code: [blank], Amount: \$100.00; Patient Account Number: [blank], Patient Name: [blank], Dates of Service: [blank], Phone number: [blank], Invoice Date: [blank], Cardholder Name: [blank]. Below this is a 'Thank you for your payment.' message. A gray box contains the text 'Authorization I agree to pay the above total amount according to the card issuer agreement.' Below that is a red-bordered box labeled 'Demo Receipt'. A 'Signature:' field with a line for a signature is next. At the bottom, a box prompts to 'Enter the patient's e-mail address if you would like a receipt e-mailed to the patient.' with an 'E-mail Address' input field, a 'Disclaimer' link, and a 'Submit' button.

The Lockbox Dashboard Overview

Click the **Patient Payments > Lockbox** tab to access the **Lockbox Dashboard** screen, where you can manage the Lockbox process. This screen contains links to the following action items:

- Correspondence to Review link
- Payments to Match link

If there are action items that require attention, a number with corresponding action items in parentheses will display next to the title link. Clicking on an action link will take you to the associated screen.

The screenshot shows the 'Patient Payments' dashboard. The top navigation bar includes 'MY WORK', 'CLAIMS PROCESSING', 'PATIENT TOOLS', 'ANALYTICS', 'ACCOUNT', and 'ADMIN'. A 'Payments' dropdown menu is on the right. Below the navigation bar, the 'Lockbox' tab is selected. The dashboard is divided into two main sections. On the left is a sidebar with 'Dashboard' (highlighted), 'Correspondence', and 'Payment Matching'. The main content area is titled 'Dashboard' and contains an 'Action Items' section. This section states 'The following items require action on your part. Please select an item to address.' and lists two items: 'Correspondence to Review (1)' and 'Payments to Match (0)'. Both items are underlined and have a blue link color.

- **Correspondence to Review** - This link displays the number of correspondence items which have not been hidden. Clicking the link will display the **Correspondence** screen. You can also access Correspondence items from the (Lockbox) Transactions screen, or from the **Correspondence** tab.
- **Payments to Match** - This link displays the number of unmatched Lockbox payments. The numeric value (displayed in parentheses) represents the number of Lockbox payments that have not been matched to a statement or have not been hidden. Clicking the link will display the **Payment Matching** screen. You can also access Payment Matching items from the **Payment Matching** tab.

Lockbox Correspondence

From the (Lockbox) Correspondence screen you can:

- Review correspondence items
- Enter notes regarding correspondence items
- Hide any correspondence items not related to your reporting process.

Correspondence data is available for the past six months only.

Click the **Patient Payments > Lockbox > Correspondence** tab to access the **Correspondence** screen.

Patient Payments

Transactions Batches **Lockbox** Payment Plans Payment Arrangements Create Tokens Reports Settings Downloads Admin

Correspondence

The following correspondence items need to be reviewed."

Patient Name Patient Acc # ☐ Include Hidden

Item Date	Patient Name	Patient Acc #	Last Note	Action
06/25/2019			test note -07/02/2019 11:19 AM	Hide
06/25/2019				<input type="button" value="Add Note"/> <input type="button" value="Review"/> <input type="button" value="Last Notes"/>

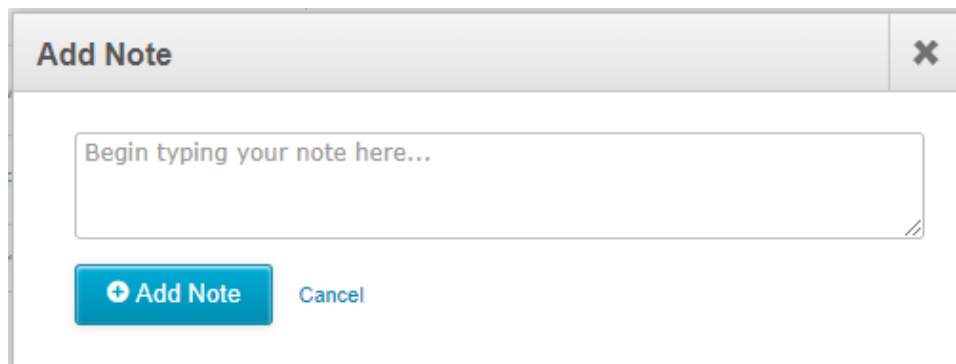
To search for a lockbox Correspondence:

1. Enter the **Patient Name** and/or **Patient Account Number** and click the **Search** button.
2. Check the **Include Hidden** box to include correspondence that has already been reviewed and hidden.

The following information will display:

- Item Date
- Patient Name
- Patient Account Number
- Review button
- Action
- Note link
- Hide link

Add Note button – Click this button to add a unique note to the correspondence. You will also have the option of hiding the correspondence once you have added the note.



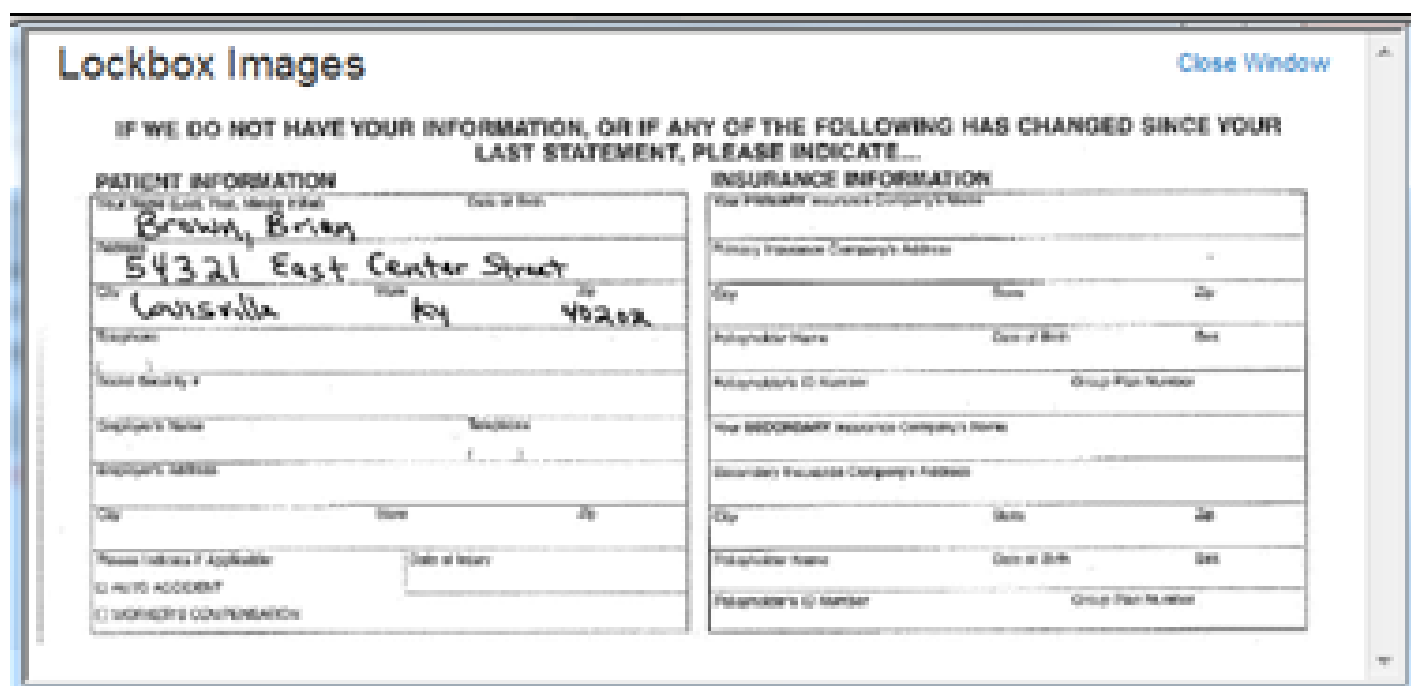
Add Note [X]

Begin typing your note here...

+ Add Note Cancel

Hide link - This link allows users to hide the correspondence from reporting.

Review button - Click this button to display the lockbox image of correspondence received.



Lockbox Images [Close Window]

IF WE DO NOT HAVE YOUR INFORMATION, OR IF ANY OF THE FOLLOWING HAS CHANGED SINCE YOUR LAST STATEMENT, PLEASE INDICATE...

PATIENT INFORMATION		INSURANCE INFORMATION	
Your Name (Last, First, Middle Initial)		Your Present Insurance Company's Name	
Name: Brown, Brian		Present Insurance Company's Address	
Address: 54321 East Center Street		City State Zip	
City: Louisville State: KY Zip: 40202		Policyholder Name Date of Birth Sex	
Telephone		Policyholder's ID Number Group Plan Number	
Social Security #		Your PREVIOUS insurance Company's Name	
Employer's Name Telephone		Secondary Insurance Company's Address	
Employer's Address		City State Zip	
City State Zip		Policyholder Name Date of Birth Sex	
Please indicate if Applicable: (1) HMO MEMBER (2) WORKERS COMPENSATION		Policyholder's ID Number Group Plan Number	

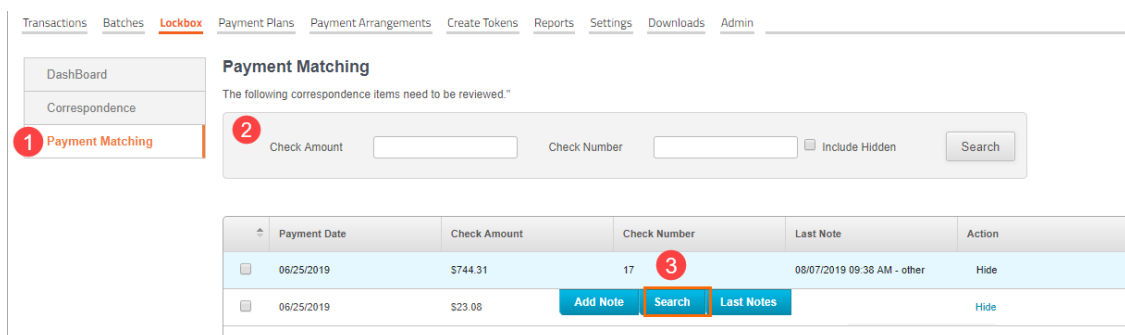
Last Notes button – Click this button to see a list of notes, date and time created, and name of user who created each note.

Lockbox Payment Matching

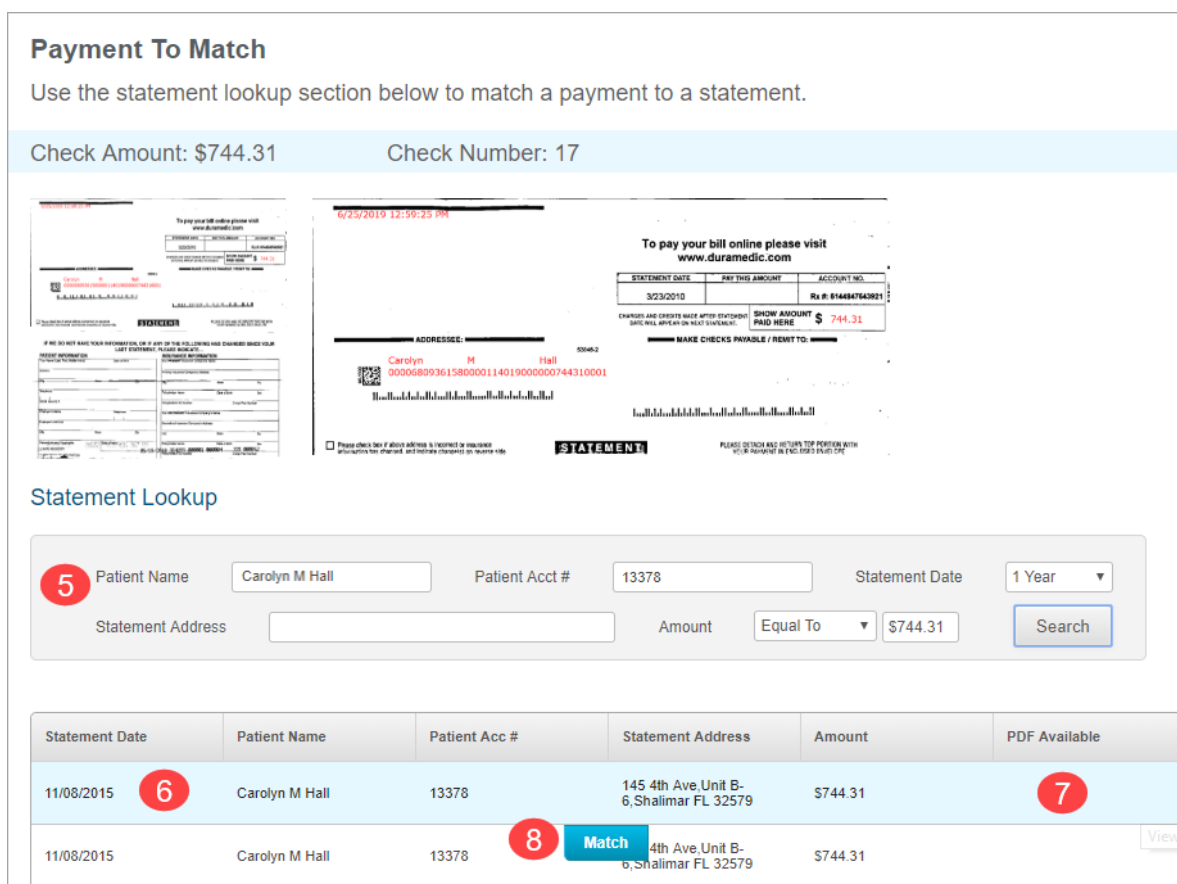
The Payment Matching screen allows you to match unmatched lockbox payments to a patient's statement.

To search and match a payment to a statement:

1. Click the **Patient Payments > Lockbox > Payment Matching** tab to access the **Payment Matching** screen. All unmatched payments will display.
2. Enter the **Patient Name** and/or **Patient Account Number** and click the **Search** button. Check the **Include Hidden** box to include Correspondence that has already been reviewed and hidden.
3. Hover on the payment and click the **Search** button below the row.



4. The **Payment to Match** screen opens in a new window, displaying an image of the check associated with your search criteria, and a **Statement Lookup** section.



5. Enter as much information as needed to find the statement you need, then click **Search**.
6. Click on the statement row.
7. To match the Unmatched Payment Item to the Patient Statement, click the **Match** button on the **Payment to Match** screen. A confirmation box appears.
8. To confirm and match the Unmatched Payment Item to the selected Patient Statement, click **OK**. To cancel matching the Unmatched Payment Item to the selected Patient Statement, click **Cancel**.

The Unmatched Payment Item is matched to the Patient Statement, and the corresponding Patient Payments transaction is updated with the Patient Name and Patient Account. Additionally, the transaction will appear on the **Posting Report** the next time it is generated.

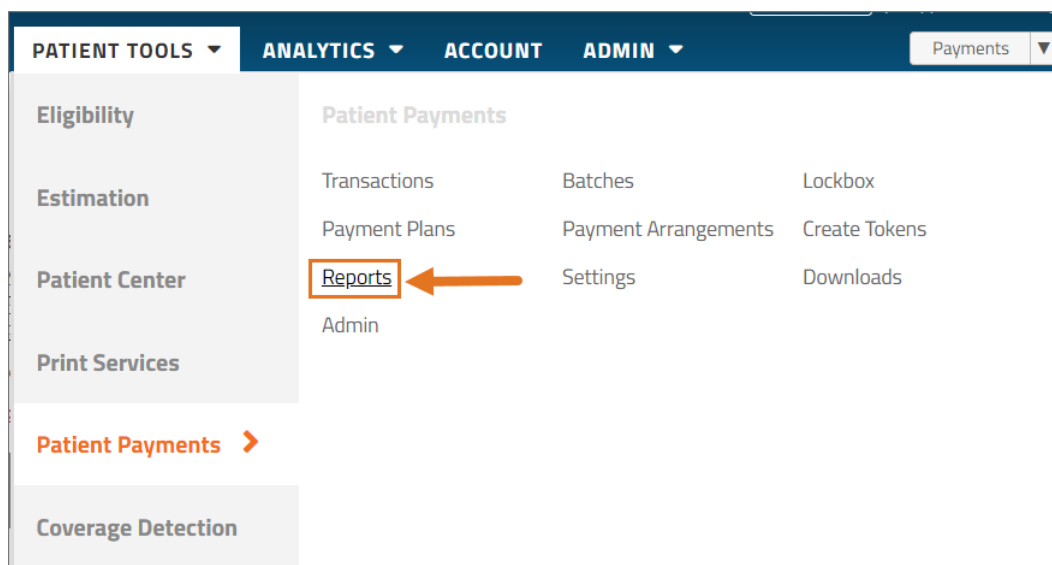
Lockbox Reporting

While there are multiple reports clients can run regarding their Patient Payments transactions, *only three reports reflect Lockbox business*:

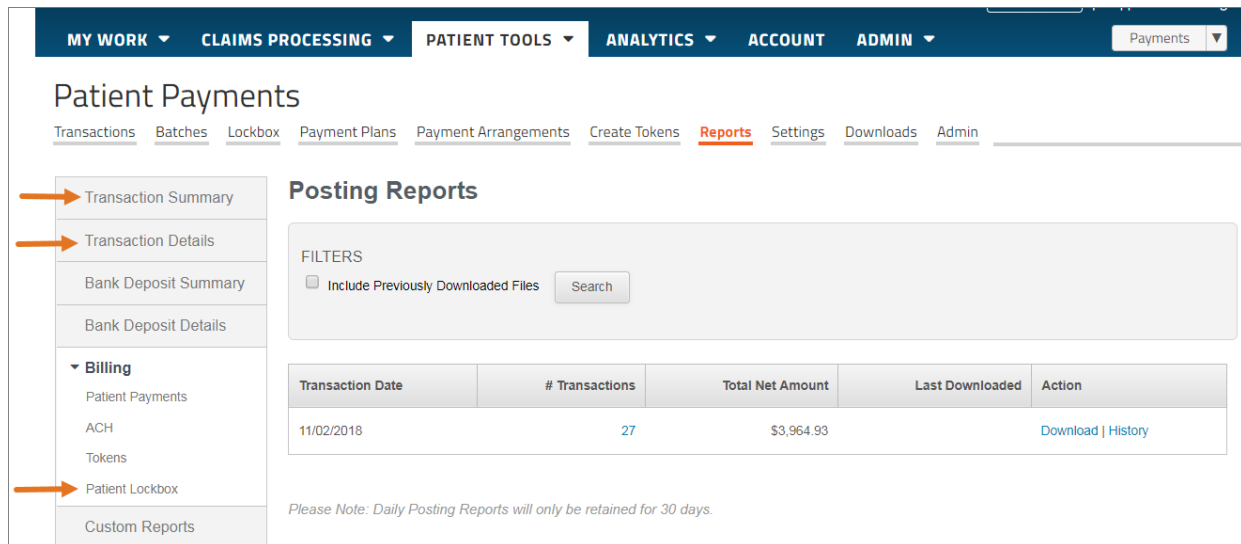
- Transaction Summary
- Transaction Detail
- Lockbox Billing Report

To access the Patient Payments Reports screen:

1. Click the **Patient Payments** tab
2. Click the **Reports** tab to access the **Reports** screen.



3. Click the **link** for the specific report you want to use.



Patient Payments

Transactions Batches Lockbox Payment Plans Payment Arrangements Create Tokens **Reports** Settings Downloads Admin

Posting Reports

FILTERS

☐ Include Previously Downloaded Files

Transaction Date	# Transactions	Total Net Amount	Last Downloaded	Action
11/02/2018	27	\$3,964.93		Download History

Please Note: Daily Posting Reports will only be retained for 30 days.

Transaction Summary

This customized report creates a summary of transactions based upon the report criteria selected:

- Transactions to be included on the report
- Scope to include all Waystar Child accounts under the Waystar Parent Account or a specific Child account
- How data is grouped
- The order of data on the report

Patient Payments Transaction Summary Report

Account: C [REDACTED]

Transaction Date(s): 02/01/2018 to 02/28/2018

Report Generated: 2/28/2018 1:26:57 PM

Filter(s): Method Of Payment = Credit Card

Account	Web Entry	File Upload	eCommerce	Desktop Entry	Patient Lockbox	Payment Plan	eDelivery	Total
	Amount	Amount	Amount	Amount	Amount	Amount	Amount	Amount
[REDACTED]	\$1,044.00	\$0.00	\$0.00	\$0.00	\$0.00	\$4,457.00	\$0.00	\$5,501.00
[REDACTED]	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$8.00	\$0.00	\$8.00
[REDACTED]	\$42.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$42.00
[REDACTED]	\$181.77	\$0.00	\$0.00	\$0.00	\$0.00	\$149.00	\$0.00	\$330.77
[REDACTED]	\$2,781.00	\$0.00	\$0.00	\$0.00	\$0.00	\$23,723.00	\$0.00	\$26,504.00
Total	\$4,048.80	\$0.00	\$0.00	\$0.00	\$0.00	\$28,337.00	\$0.00	\$32,385.80

Transaction Detail

This customized report creates a detailed listing of transactions based upon the report criteria selected:

- Transactions to be included on the report
- Scope to include all child accounts under the Waystar Parent Account or a specific child account
- How data is grouped

Patient Payments Transaction Detail Report

Account: [REDACTED]

Transaction Date(s): 2/28/2018 12:00:00 AM to 2/28/2018 11:59:59 PM

Report Generated: 2/28/2018 12:59:14 PM

Filter(s) Method Of Payment = Credit Card

Transaction Date/Time	Point of Entry Entry Type Trans Type	Method of Payment Card Type	Patient Name 1 Patient Account Number Dates of Service	Invoice Number Invoice Date G/L Account Visit Number	Deposit Date Batch Number	Trans Amount Net Amount	Status Auth # / Check # User Notes
02/28/2018	Payment Plan	Credit Card	[REDACTED]			\$12.00	Declined - PLEASE RETRY5225
06:00:05 AM	Manual Payment	Visa	[REDACTED]			\$0.00	D. [REDACTED]r
Subtotals for [REDACTED] Account						Trans Amount Subtotal	\$12.00
						Trans Amount Subtotal	\$0.00
Grand Totals						Trans Amount Grand Total	\$12.00
						Trans Amount Grand Total	\$0.00

Lockbox Billing Report

This customized report creates a summary of all billable Patient Lockbox according to the Subscriber Agreement with Waystar. This report can be compared to the monthly invoices and charges from Waystar for the Patient Lockbox Solution.

Patient Lockbox Billing Report

Account: [REDACTED]

Transaction Date(s): 2/1/2018 12:00:00 AM to 2/28/2018 11:59:59 PM

Report Generated: 2/28/2018 1:43:38 PM

Filter(s) Account = [REDACTED]

Account	Transactions	Correspondence	Returns
Totals	0	0	0

Revision Log

August 2019

- Revised Correspondence and Payment Matching sections to reflect redesign of screens

November 2018

- Rebranded for Waystar

September 2016

- Updated screenshots and text to reflect current navigation