

# Patient Lockbox User Guide

August 2019



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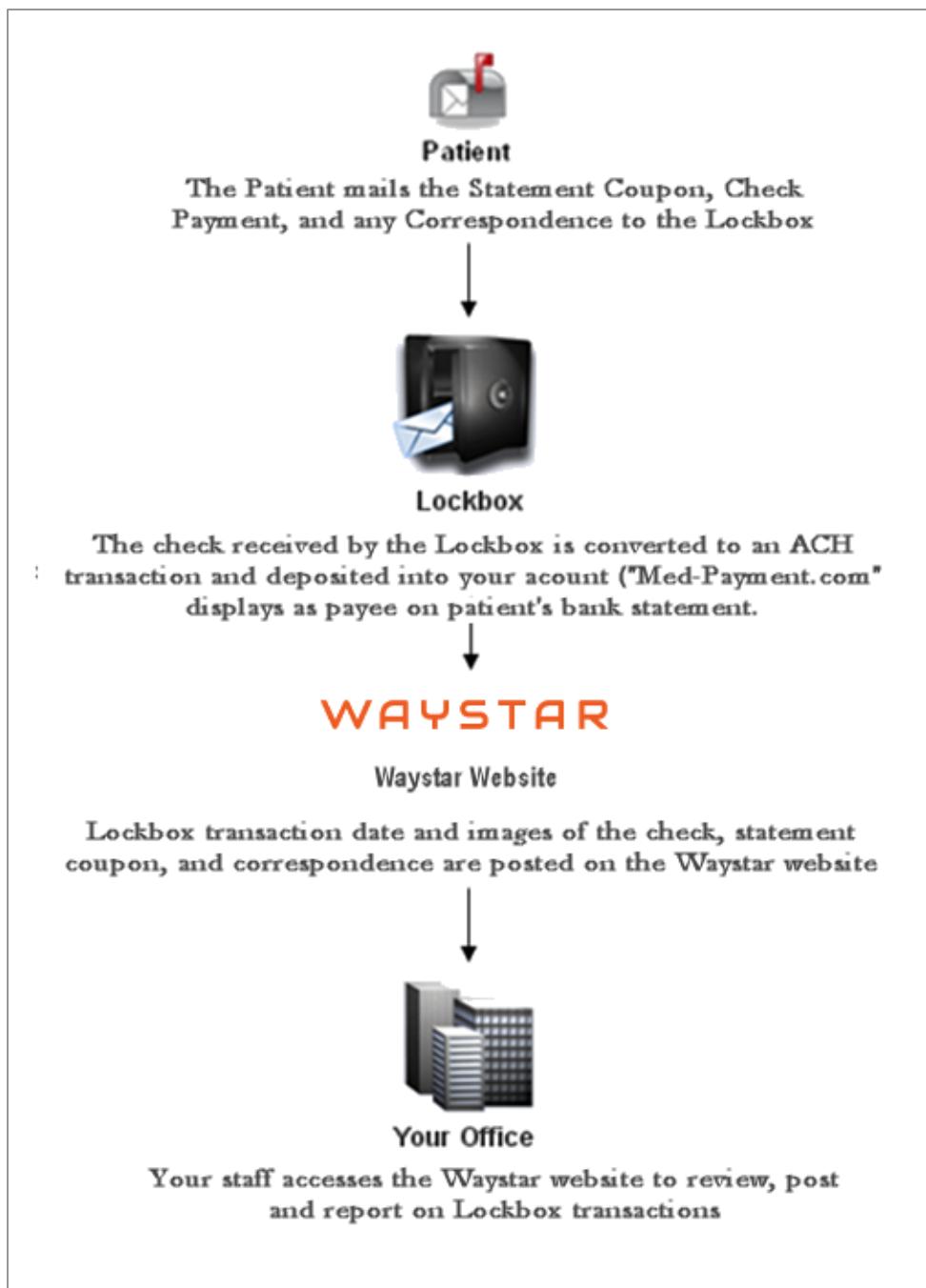
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## Overview

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

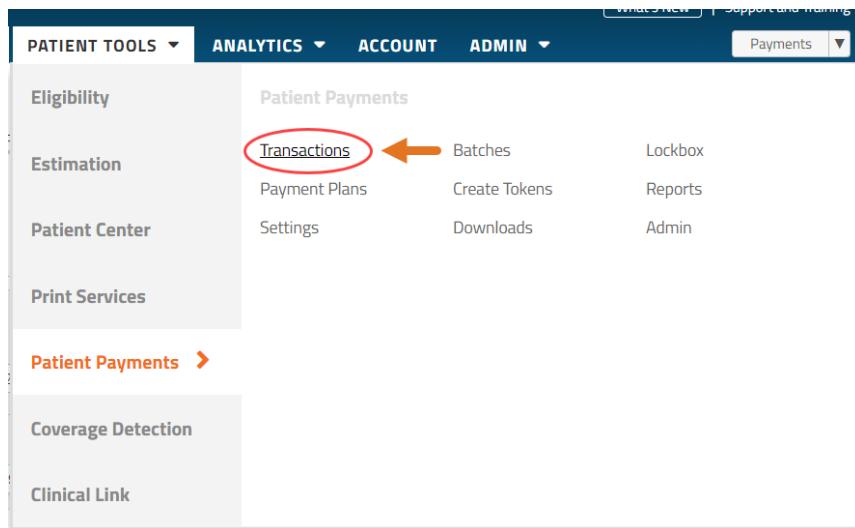
Lockbox transaction detail for payments deposited to your account is processed Monday through Friday (transactions received on a Saturday or Sunday are processed with the following Monday's file; transactions received on a bank holiday are processed on the next business day).

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.

The screenshot shows the transaction search results page with the following details:

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

Search Criteria (Left Side):

- SEARCH
- Patient or Patient Account Number
- Last 4 of Credit Card/Acct #
- Trans. ID
- Transaction Date
- Point of Entry  (This dropdown is highlighted with a red box and an arrow)
- All
- Web Entry
- File Upload
- eCommerce
- Lockbox
- Payment Plan
- eDelivery
- Payment Arrangements
- All
- User
- Time Zone
- Net Amount
- Visit #  Pay Plan ID
- Auth/Check #  Arrange. ID
- Show notes only
- (This button is highlighted with an orange arrow)

## 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.

Patient Payments > Transactions											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	<b>Images</b>	Note	Details	\$426.46	Funded	3813	612985	LockBox
10/29/2018 1:00 AM	eCheck ...3812	Lockbox	123459	BRIAN BROWN	\$222.22	Funded	3812	612984	LockBox		

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](http://www.myzpay.com/demo)

RETURN SERVICE REQUESTED

Billing Phone Number 502-473-7851

Statement Coupon

STATEMENT DATE	PAY THIS AMOUNT	ACCOUNT NO.
07/15/2018	\$132.61	123456
CHARGES AND CREDITS MADE AFTER STATEMENT DATE WILL APPEAR ON NEXT STATEMENT.		SHOW AMOUNT PAID HERE
		\$100.00

PAGE: 1 of 1

ADDRESSEE: **MARK MILLER**  
12348 MAIN ST  
LOUISVILLE, KY 40201

Dem Medical Practice  
PO Box 371643  
Pittsburgh, PA 15250-7863

000001922947100000002900000132610001

Please check box if above address is incorrect or no longer  
information has changed, and indicate change(s) on reverse side.

**STATEMENT**

PLEASE DETACH AND RETURN TOP PORTION WITH  
YOUR PAYMENT IN ENCLOSED ENVELOPE

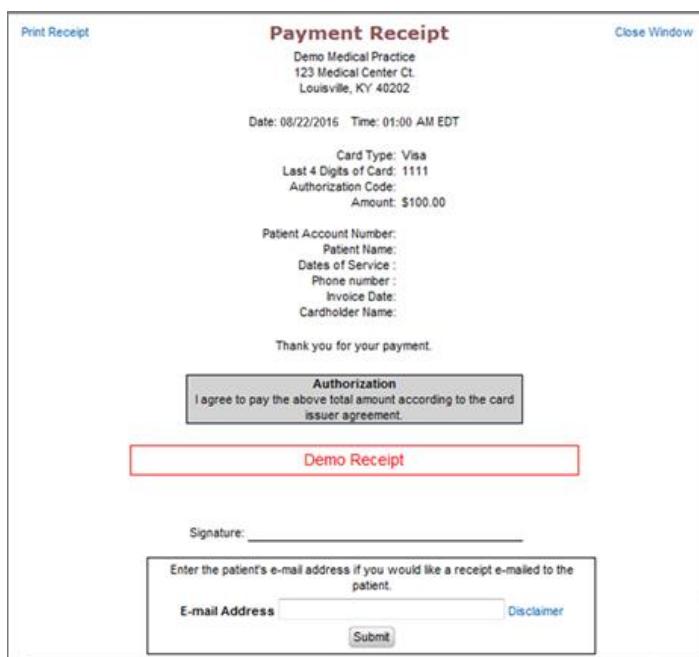


**Note:** If a money order or cash is sent as payment, an image of the money order or an image of a cash voucher for the cash will be sent.

## 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 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.

- **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.

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

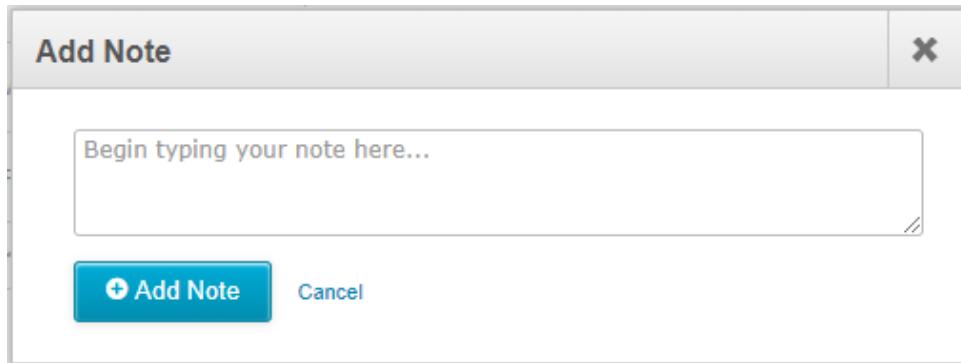
To search for a lockbox Correspondence:

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.



**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		
First Name (Last, First, Middle Initial)	Last Name	Address	Primary Insurance Company's Name	Secondary Insurance Company's Name	Group Plan Number
Bethany, Bethany		54321 East Center Street			
Address	City	State Zip	Policyholder Name	Group Plan Number	Date of Birth
54321 East Center Street	Lansdale	PA 19446			
Phone Number	Phone Number	Phone Number	Primary Insurance Company's Name	Secondary Insurance Company's Name	
(484) 555-1234	(484) 555-1234	(484) 555-1234			
Date of Birth	Date of Birth	Date of Birth	Policyholder Name	Group Plan Number	Date of Birth
01/01/1990	01/01/1990	01/01/1990			01/01/1990
Check boxes if applicable:	Date of Injury		Polyholder Name	Group Plan Number	
<input type="checkbox"/> HURTO ACCIDENT					
<input type="checkbox"/> WORKER'S COMPENSATION			Polyholder Name	Group Plan Number	

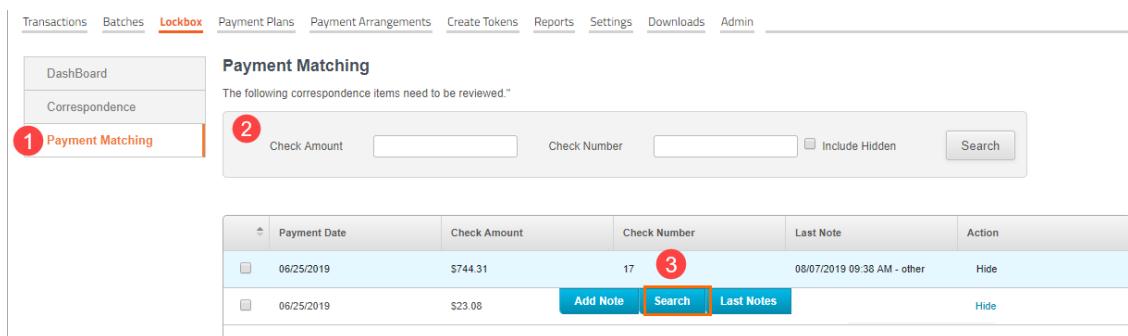
**Last Notes button** – Click this button to see a list of notes, date and time created, and name of user who created each note.

## Lockbox Payment Matching

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

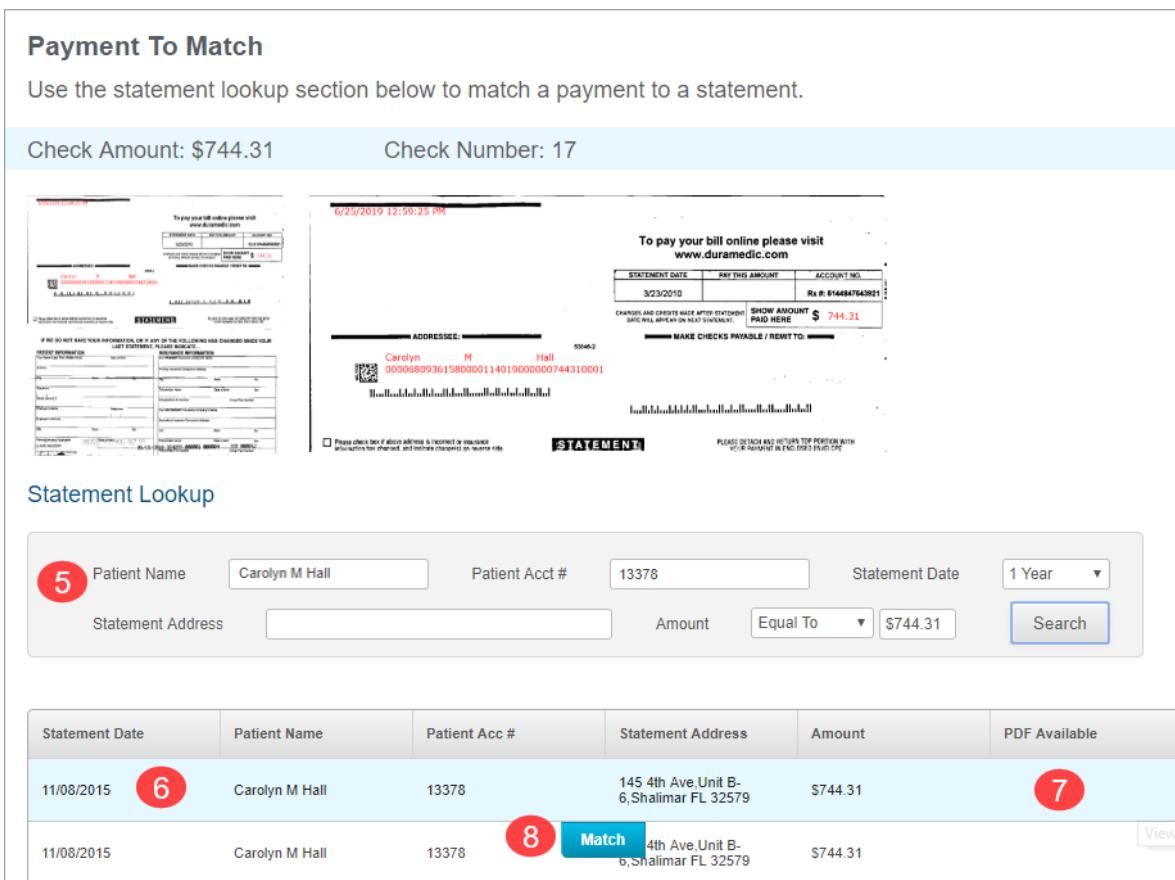
To search and match a payment to a statement:

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.



Payment Date	Check Amount	Check Number	Last Note	Action
06/25/2019	\$744.31	17	08/07/2019 09:38 AM - other	<a href="#">Hide</a>
06/25/2019	\$23.08		<a href="#">Add Note</a> <a href="#">Search</a> <a href="#">Last Notes</a>	<a href="#">Hide</a>

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.



Statement Date	Patient Name	Patient Acc #	Statement Address	Amount	PDF Available
11/08/2015	Carolyn M Hall	13378	145 4th Ave Unit B-6, Shalimar FL 32579	\$744.31	<a href="#">View</a>
11/08/2015	Carolyn M Hall	13378	4th Ave Unit B-6, Shalimar FL 32579	\$744.31	<a href="#">View</a>

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.

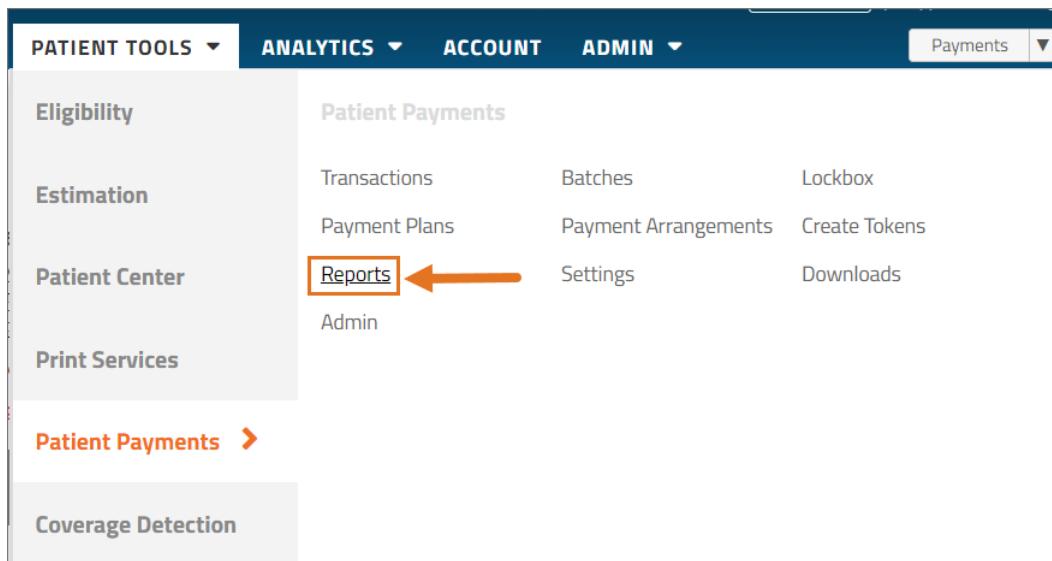
## Lockbox Reporting

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

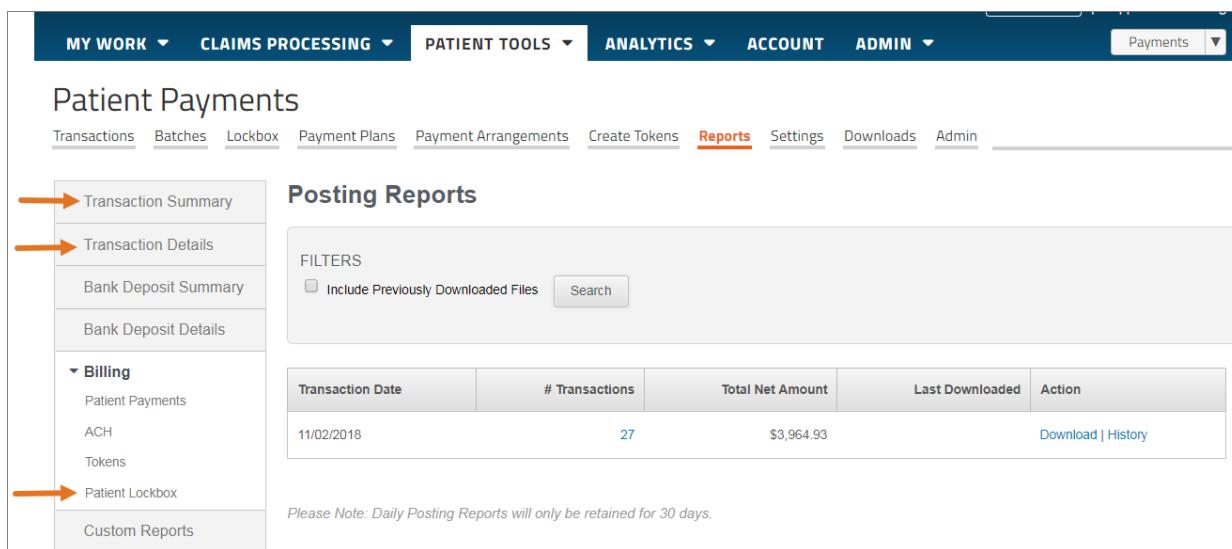
- Transaction Summary
- Transaction Detail
- Lockbox Billing Report

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		<a href="#">Download   History</a>

*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	\$0.00	\$0.00	\$0.00	
[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	
<b>Total</b>	<b>\$4,048.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$28,317.00</b>	<b>\$0.00</b>	<b>\$32,365.00</b>	

## 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	Method of Payment	Patient Name 1	Invoice Number	Deposit Date	Trans Amount	Status
Entry Type		Card Type	Patient Account Number	Invoice Date	Batch Number	Net Amount	Auth # / Check #
Trans Type			Dates of Service	Gl. Account			User Notes
02/28/2018 06:00:05 AM	Payment Plan Manual Payment	Credit Card Visa	[REDACTED] [REDACTED]	[REDACTED] [REDACTED]	[REDACTED]	\$12.00 \$0.00	Declined - PLEASE RETRY 5225 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

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### 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