Remit & Deposit Management User Guide

V10 – May 2025

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Overview

The Remits & Deposit Management solution automatically matches deposits to remits based on Waystar matching logic, allowing you to manage and work deposits that have no matching remits. This expedites the matching process by eliminating the need to manually review deposit spreadsheets and match those deposits to remit files. This guide leads you through all the Remits & Deposit Management processes step by step.

Note: In this guide, the term *payment* refers to a **bundle of remits**.

Support and Training Center

After logging into the Waystar portal, you'll find the **Support and Training** link in the upper-right corner of the screen. This will open the Waystar knowledge base, which contains additional solution information, user guides, training webinars, and industry resources.

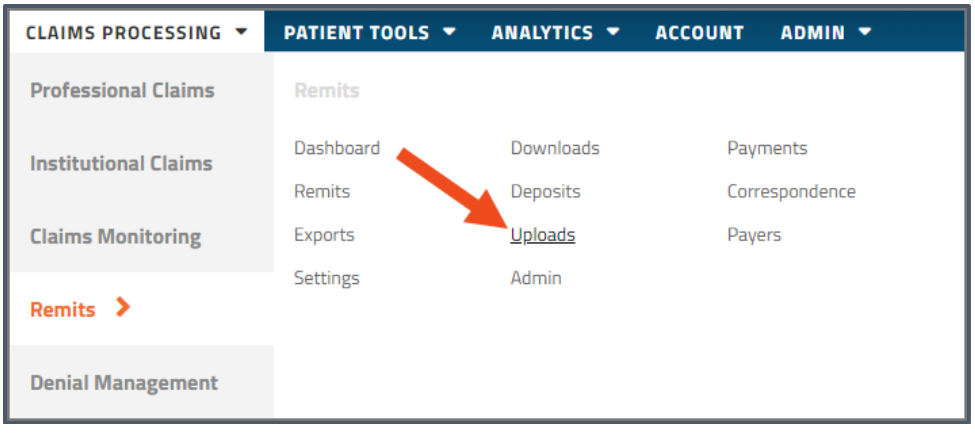
Uploading Deposit Information into Waystar

This section explains how to upload your deposit information into the Waystar system. When uploading banking files, please be sure to also provide the following information in a spreadsheet:

- Check number or Trace Numbers
- Payment Type
- Amount
- NPI, Tax ID, or PTAN identifier (if possible)
- Deposit Date
- Bank Name
- Payer name (if possible)
- TRN segment (if possible)

To upload deposit files:

1. Go to **CLAIMS PROCESSING > Remits > Uploads**.



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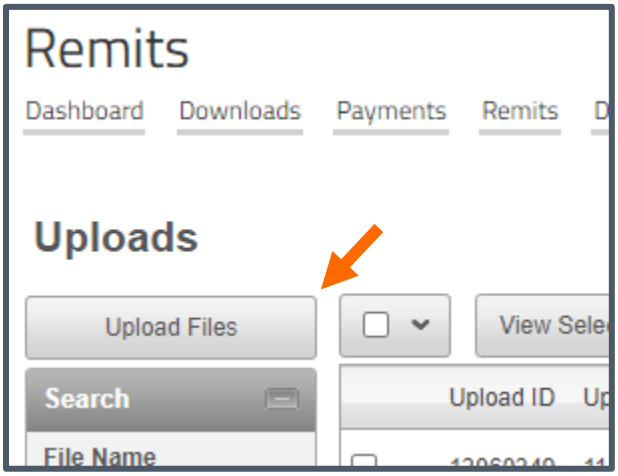
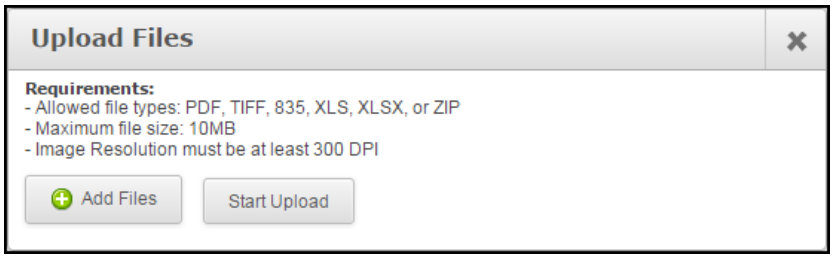
2. Click the **Upload Files** button.



The **Upload Files** screen will appear.



3. Click the **Add Files** button.
4. Locate the appropriate Excel file (.xls or .xlsx) with the deposit information.

   You can upload multiple files if compressed into one ZIP file.

   IMPORTANT: Do not leave the **Uploads** screen until the files have uploaded completely. Leaving this page before the files have finished uploading will prevent the files from uploading properly.
5. Click **Start Upload**.

After the deposits are uploaded, Waystar will bulk match them to the appropriate payments automatically. Once they are successfully matched, they will appear on the **CLAIMS PROCESSING > Remits > Payments** screen with a dollar icon (shown below) in the line item.

If a match was not found for an uploaded deposit during this automated process, it will be listed on the Unmatched Deposits screen.

Additional information

When deposit information is uploaded at the domain, the automatic matches will apply to the entire domain; however, when it is uploaded at the child account, matches will apply to the child account only. You can still manually search for matches in the Unmatched Deposits workgroup (see below) regardless of how they are uploaded, except for when the **Restrict possible remit matches to the current customer** setting is applied on the **CLAIMS PROCESSING > Remits > Settings > Reconciliation** screen (see the Reconciliation Settings section for more information).

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FTP Upload Instructions

Perform the following steps to send deposit files to Waystar's FTP site:

1. Go to Waystar's Secure FTP site at **sshftp.waystar.com**.
2. Enter your Waystar account number as your **Login**.
3. Enter your **Password**.
4. Once you are logged in, change to the appropriate upload directory.
5. Use the following file naming convention to upload Remits & Deposit Management deposit files:

   Remits & Deposit Management = userdefined.PLB (PLB indicates general remit uploads)

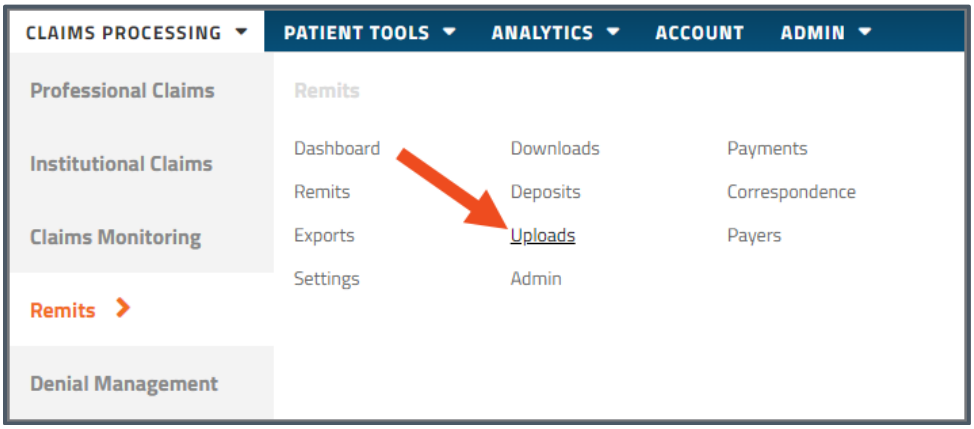
   Note: A period "." should not be used in the file name prior to the extension.

Uploading a Balancing File into Waystar

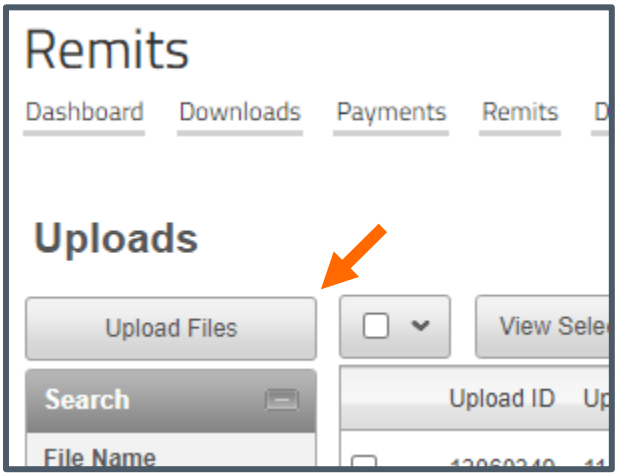
A Balancing File is a CSV file that contains an output of posted payment information at the patient level that Waystar uses to balance payments and deposits. The Balancing File extends beyond existing remit and deposit reconciliation to ensure all deposits are matched and posted in your Host System, completing the end-to-end payments process.

To upload a Balancing File:

1. Go to **CLAIMS PROCESSING > Remits > Uploads**.



2. Click the **Upload Files** button.



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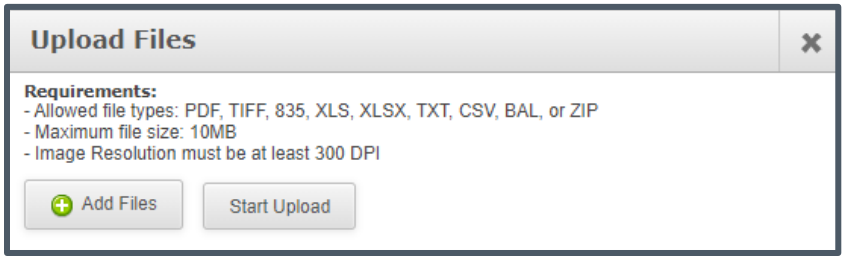
The **Upload Files** screen will appear.



3. Click the **Add Files** button.
4. Locate the appropriate CSV file that contains posting information.

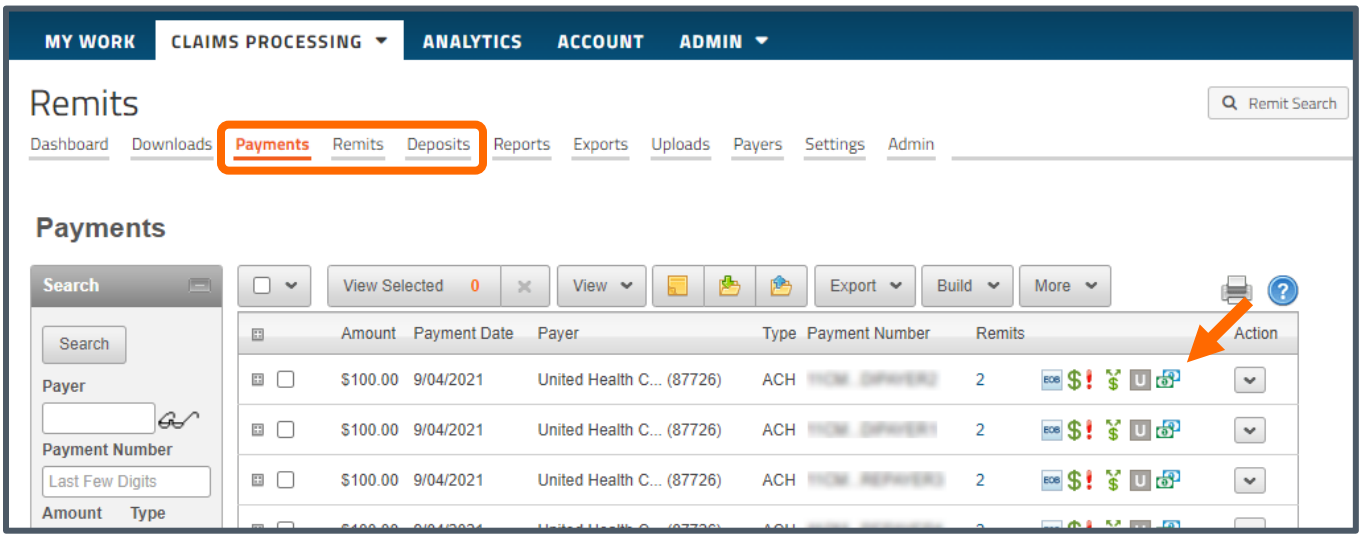
   Note: Multiple files may be uploaded if compressed into one Zip file.
5. Click **Start Upload**.

   IMPORTANT: Do not leave the **Uploads** screen until the files have uploaded completely. Leaving this page before the files have finished will prevent the files from uploading properly.

After the Balancing File is uploaded, Waystar will bulk match them to the appropriate payments, deposits, and/or remits automatically. When they are successfully matched, they will appear with the money icon $ on the following **CLAIMS PROCESSING > Remits** screens:

- Payments
- Remits
- Deposits.

Note: Keep in mind, the money icon appears only when there is a matching Balancing File.



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FTP Upload Instructions

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2. Enter your Waystar account number as your **Login**.
3. Enter your **Password**.
4. Once you are logged in, change to the appropriate upload directory.
5. Use the following file naming convention to upload Remits & Deposit Management files:

   Remits & Deposit Management = userdefined.PLB (PLB indicates general remit uploads)

   Note: A period "." should not be used in the file name prior to the extension.

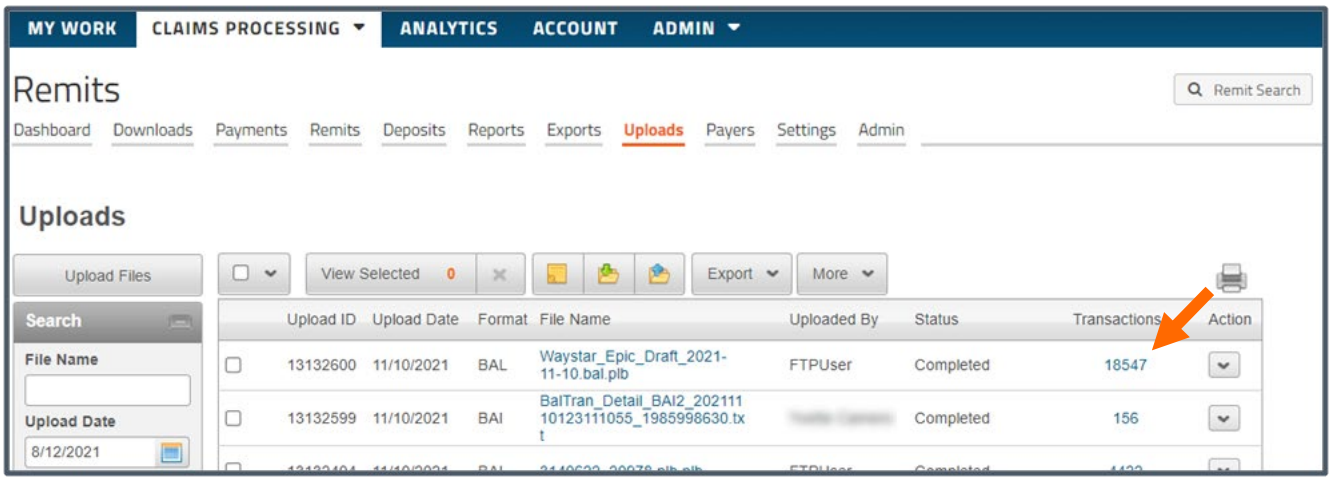
Viewing the Upload Summary

Note: Only clients using the Balancing File functionality can access the Upload Summary screen explained in this section.

The Upload Summary screen provides a high-level list of what matched and what didn't between payments and deposits. From this screen you can also view a CSV detailed report of the balancing information, allowing you to view any payments and deposits that do not balance between Waystar and your Practice Management System.

To view the Upload Summary:

1. From the **CLAIMS PROCESSING > Remits > Uploads** screen, click a link in the **Transactions** column.



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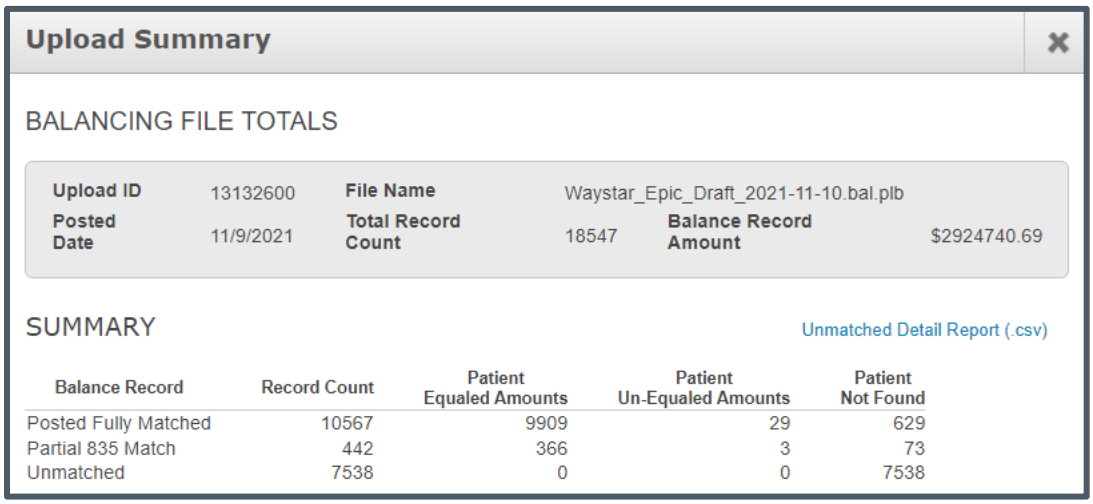
The Upload Summary screen will open for clients who use the Balancing File functionality.



Upload Summary

BALANCING FILE TOTALS

Upload ID	13132600	**File Name**	Waystar_Epic_Draft_2021-11-10.bal.plb		
Posted Date	11/9/2021	**Total Record Count**	18547	**Balance Record Amount**	$2924740.69

SUMMARY

Unmatched Detail Report (.csv)

Balance Record	Record Count	Patient Equaled Amounts	Patient Un-Equaled Amounts	Patient Not Found
Posted Fully Matched	10567	9909	29	629
Partial 835 Match	442	366	3	73
Unmatched	7538	0	0	7538

2. Review the summary information at the bottom of the screen, which can include the following Balance Record column values:
    - **Posted Fully Matched**: Row in file matched to a payment that is matched to a deposit.
    - **Partial 835 Match**: Row in file matched to a payment that is not matched to a deposit.
    - **Unmatched**: Row in file did not match to a payment.
    - **Matched Column**: Number of rows in the file that matched to a payment
    - **Un-Matched Column**: Number of rows that did not match to a payment
    - **Equaled Amounts**: Remit-level amount in column G of the CSV detailed report (see below) equals the remit amount matched for that patient account number in column V.
    - **Un-equaled amounts**: Remit-level amount in column G of the CSV detailed report (see below) does not equal the remit amount matched for that patient account number in column V.

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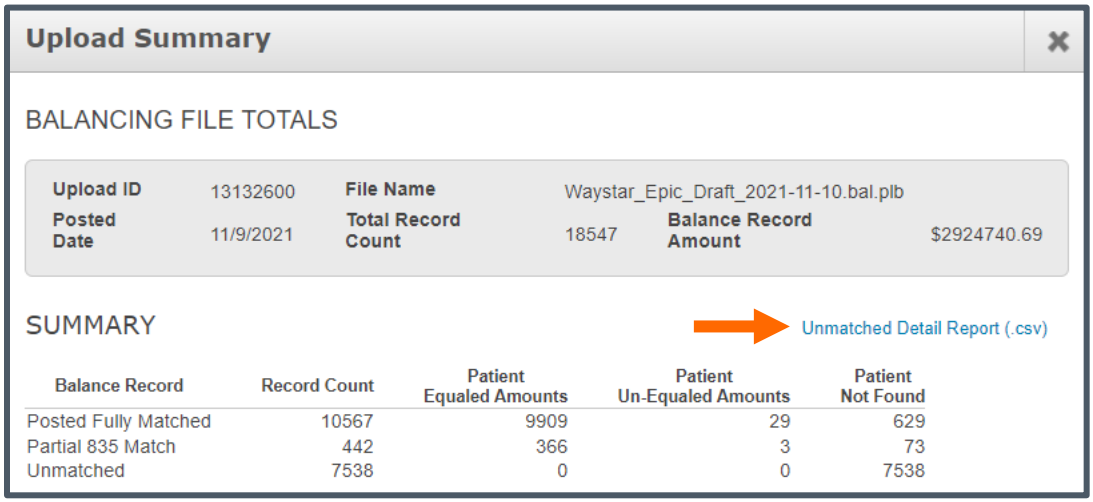
Viewing the Unmatched Detail Report

Note: Only clients using the Balancing File functionality can access the Upload Summary screen explained in this section.

To view the CSV-formatted Unmatched Detail Report:

1. Go to the **CLAIMS PROCESSING > Remits > Uploads** screen.
2. Click a link in the **Transactions** column.
3. From the Upload Summary screen, click the **Unmatched Detail Report** link.



Balance Record	Record Count	Patient Equaled Amounts	Patient Un-Equaled Amounts	Patient Not Found
Posted Fully Matched	10567	9909	29	629
Partial 835 Match	442	366	3	73
Unmatched	7538	0	0	7538

The following explains the matching criteria used for the report:

- Payment Matching (for columns: E, F, H, W):
  - Check Number
  - Split payment pre- and post-posting amount
  - Payment payer ID
  - Payment account ID (not required but increases the match rate)
  - Deposit account ID (not required but increases the match rate)
  - Deposit date (not required but increases the match rate)
  - Deposit amount (not required but increases the match rate)
  - Check Date
- Deposit Matching:
  - Only matching to the row if the payment was already matched to the deposit
  - No matching the deposit from the Balancing File
- Remit (patient-level matching):
  - After the payment has been matched, then uses columns G and V from the Balancing File
  - All matching criteria above
  - Claim number

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Balancing File match definitions

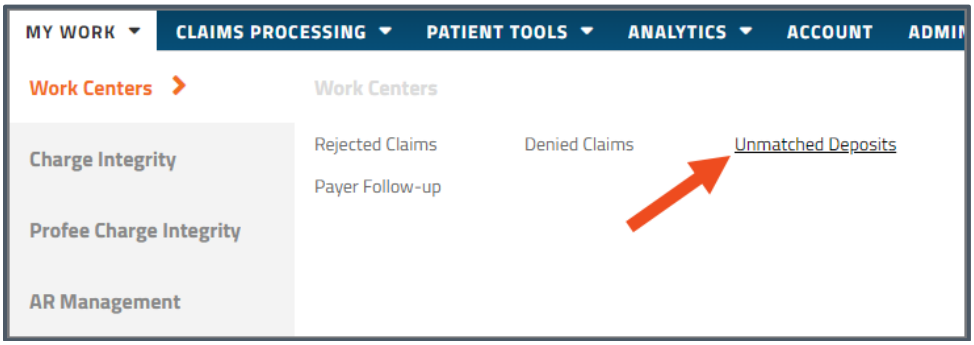
- **Fully Matched**: The Balancing File transaction matched to both the 835 and the deposit.
- **Partial 835 Matched**: The Balancing File transaction matched to only the 835.

  Note: Without the deposit amount, a large portion of transactions will fall into this category.
- **Partial Deposit Matched**: The Balancing File matched to only the deposit.
- **Unmatched**: The Balancing File didn't match to either an 835 or a deposit and Waystar was unable to find a match.

Unmatched Deposits Workgroup

This section explains how to search for deposits, match deposits to remit files, export deposits to a spreadsheet or PDF, add notes to a deposit/work item, and archive deposits.

After you are assigned to the appropriate workgroup, go to **MY WORK > Work Centers > Unmatched Deposits**.



Note:

- The Unmatched Deposits workgroup tab will not display on your account until the application has been put into production.
- Deposits will fall out of the Unmatched Deposits workgroup after 90 days (per the Deposit Date), regardless of the workgroup they are in.

Searching for Unmatched Deposits

You can enter search criteria in the **Search** area on the left side of the screen, click the **Search** button or hit the Enter button on your keyboard, and your search results will be displayed on the **My Work** screen. The default search options are as follows:

- **Payment Number:** Displays deposits with the entered check number or trace number.
- **Payment Amount:** Displays deposits with the entered dollar amount range.
- **Payer:** Displays deposits sent by the entered payer name/ID
- **Bank:** Displays payments received by the entered bank name
- **Bank Account Number:** Displays payments received for the entered bank account
- **Provider ID:** Displays payments received by the provider with the entered NPI/Tax ID/PTAN
- **Deposit Date:** Displays deposits with the entered date.
- **Received Date:** Displays deposits that Waystar received on the entered date.

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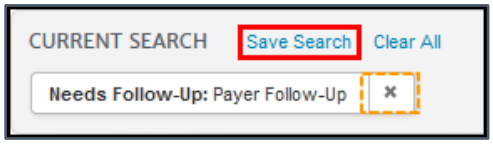
- **Needs Follow-up:** Displays deposits with one the following follow-up statuses:
  - **Enrollment Follow-Up:** The associated payer must be enrolled with Waystar before the deposit can be matched.
  - **Payer Follow-Up:** The provider must contact the payer before the deposit can be matched.
- **Payment Type** – Displays deposits with the selected payment type:
  - **CHK** – Paper check
  - **ACH** (Automated Clearinghouse) – Electronic deposit
  - **BOP** – Electronic deposit in which a third party processor chose the method of payment.
  - **FWT** (Federal Reserve Fund/Wire Transfer) – Electronic deposit received through a wired system.
- **Archived:** Select one of the following options from the dropdown to filter the deposits by their archival state:
  - **Include Archived:** Displays both archived/hidden and unarchived deposits
  - **Archived Only:** Displays archived deposits only

  Note: See the Archive Deposits section for instructions on how to archive/unarchive deposits.

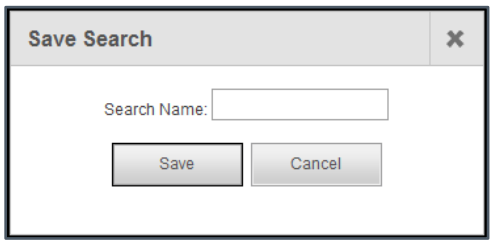
Saving Searches

If you will be performing a particular search often, it may be a good idea to save it so you can run that same search in the future with one click. Follow these steps to create a saved search:

1. Perform the desired search.
2. Click the **Save Search** link in the **Current Search** box:



   The **Save Search** popup will appear:



3. Enter a unique search name into the **Search Name** field.
4. Click the **Save** button. After saving a search, it will be added to the **Saved Searches** dropdown on the left side of the screen.

To run a previously saved search:

1. Click the **Saved Searches** dropdown. A popup will appear displaying all your previous saved searches.
2. Click the desired saved search name. The Unmatched Deposits screen will display the appropriate search results.

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Unmatched Deposits Search Results

After completing a search, the following deposit information will display:

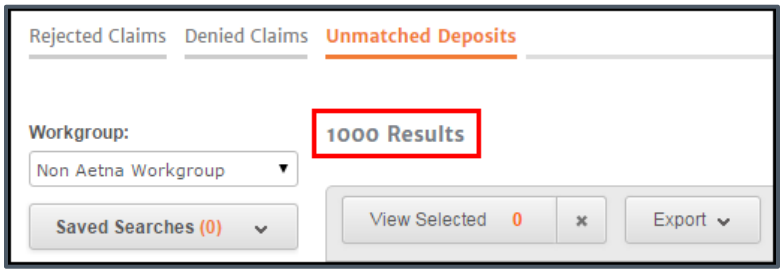
Note: Waystar collects data for unmatched deposits every time a new 835 file is received from a payer. Searches on the Unmatched Deposits screen will extend 90 days (90 days back in Waystar files or 90 days from the upload date).

- **Deposit Date** – The date listed on the deposit.
- **Payment Amount** – The deposit dollar amount.
- **Payer** – The payer who sent the deposit.
- **Provider ID:** The NPI/Tax ID/PTAN of the provider account receiving the matched payment
- **Bank:** The provider's bank name
- **Bank Account Number:** The provider's bank account number
- **Uploaded Account:** The Waystar account that uploaded the deposit
- **Type** – The manner in which the deposit was sent to Waystar (e.g., paper check, ACH transfer, etc.).
- **Payment Number** – The check number for paper checks and the trace number for EFT payments.
- **Received Date** – The date in which Waystar received the deposit.
- **Needs Follow-Up** – The current status of the work item (**Enrollment Follow-up** or **Payer Follow-Up**).
- **Reminder Date** – The date in which a reminder notification will be sent for a marked follow-up action.

  Note: The reminder is automatically sent out three business days prior to the follow-up date as, per industry standard, it takes three days after sending a payment for a payer to deliver an EOB/835.

The checkbox to the left of each deposit item allows you to perform actions (export the deposit information to a spreadsheet, view and/or download an original deposit, add a note, and archive) on any number of selected items simultaneously.

The number of deposits that were returned from a search will be shown at the top of the screen. This number may update whenever an action is performed (applying a new search filter, matching a deposit, etc.).



Sorting

You can sort the listed deposits by **Deposit Date**, **Payment Amount**, **Payer**, **Type**, **Received Date**, **Needs Follow-Up**, and **Reminder Date** by clicking the associated arrow within the column header. Text columns will sort A to Z and numeric columns will sort high to low. Click the arrow a second time to reverse the previously applied sorting (ascending vs. descending).

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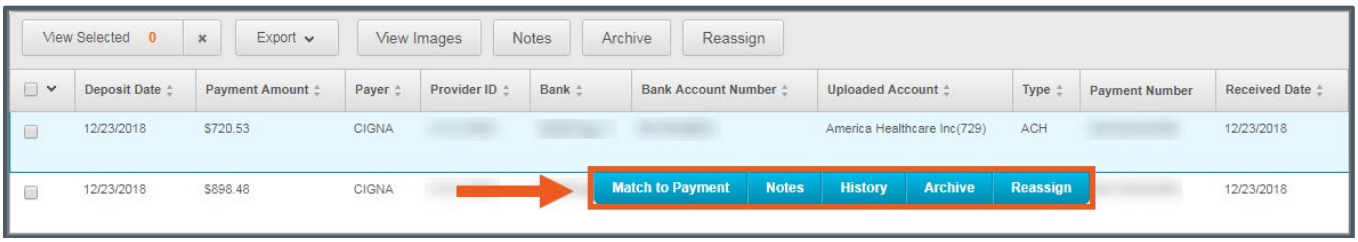
Unmatched Deposits Action Menu

When you hover over a deposit item in the Unmatched Deposits workgroup, it will highlight and the blue Action menu will open directly below the row, allowing you to perform the following actions on that item:



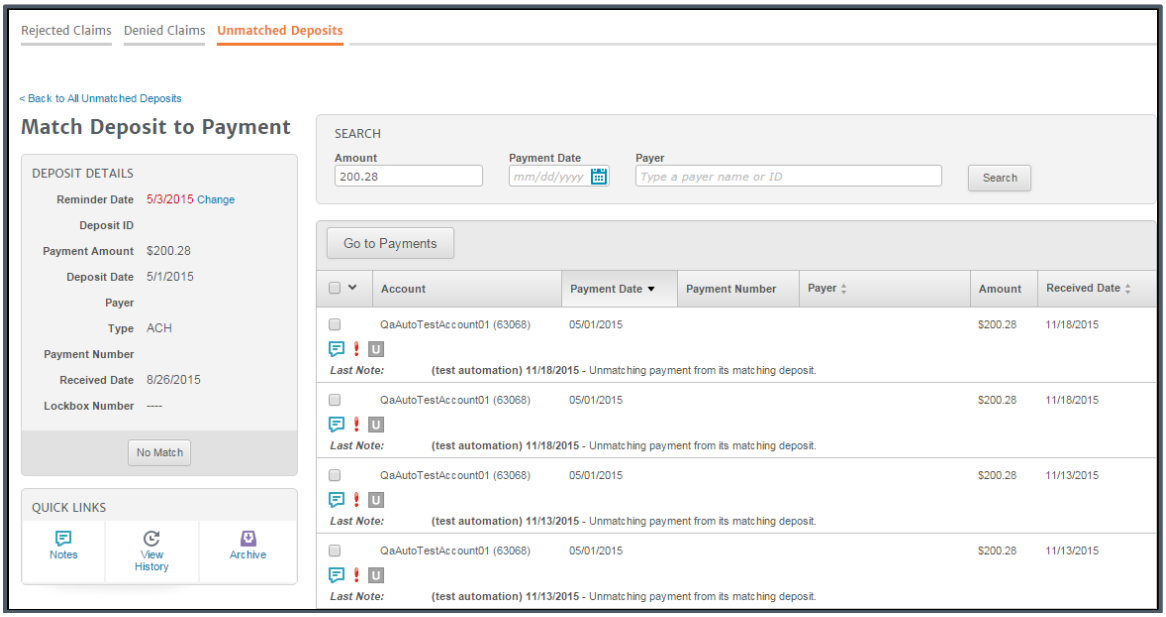
Match Deposits to Payments

Match to Payment

To match single deposit items to their corresponding Waystar payments:

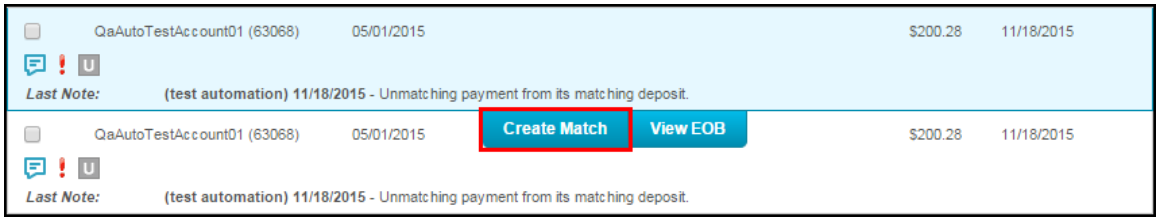
1. Hover over the appropriate deposit row.
2. From the Action menu that will open, click the **Match to Payment** button.

   The **Match Deposit to Payment** screen will open and display a list of possible payment matches.



Note: Details on the previously selected deposit are provided in the left side of the screen in the Deposit Details area.

3. Hover over the appropriate pre-populated payment item.
4. Click the **Create Match** button from the blue hover menu:



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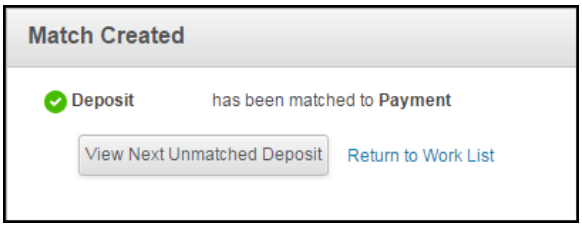
The **Match Created** popup will then appear confirming the match:

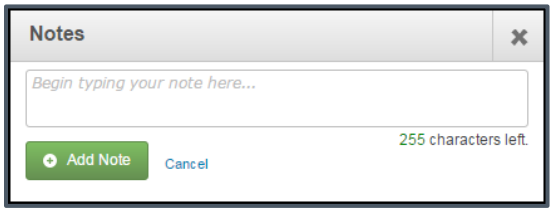


After a deposit is successfully matched to a payment, it will be removed from the **Unmatched Deposits** screen, and it will appear on the **CLAIMS PROCESSING > Remits > Payments** screen with a dollar icon in the line item.

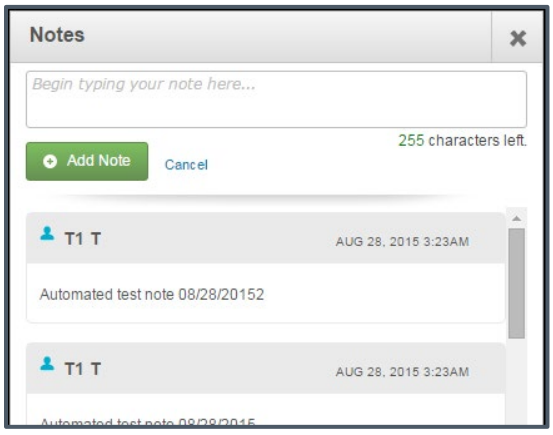
View/Add Deposit Notes

To view and/or add deposit notes:

1. Hover over the appropriate deposit item.
2. From the Action menu that will open, click the **Notes** button. The **Notes** popup will appear:



Or if a note has already been added to the deposit item, the popup will appear displaying the previously added notes:



3. Enter the desired text into the free text field.
4. Click the **Add Note** button.

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View Deposit History

To see all previous actions performed on the deposit, then from the Action menu, click the **History** button:

- Amount
- Check/Payment Number
- Payer
- Payment Type
- Deposit Date
- Received Date

If a deposit has been matched manually, a **View Payment** link will be provided in the **Action Message** column, allowing you to view the associated payment from the **CLAIMS PROCESSING > Remits > Payments** screen:

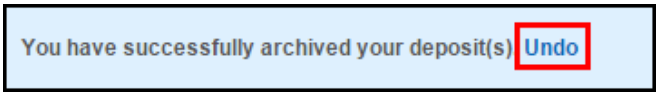
Archive Deposits

Note:

- A deposit cannot be deleted once it has been uploaded.
- Archiving and unarchiving deposits have no effect on workgroup assignment. However, if workgroups are reset, this can reroute archived/unarchived deposits back to their original, rule-assigned workgroup (if the deposits were manually reassigned).

To archive a deposit item:

1. Hover over the appropriate deposit row.
2. From the Action menu that will open, click the **Archive** button. An archive confirmation message will appear above the deposit items.
   - If a deposit item was mistakenly archived, you can click the **Undo** link in the archive confirmation message to unarchive it.



   - When a deposit is archived, it can be unarchived at any time by following these steps:
     a. Go to **CLAIMS PROCESSING** > **Remits** > **Deposits**.
     b. Select the appropriate deposit item.
     c. Click the unarchive icon on the toolbar above the listed deposit items:

     The deposit item will reappear in the Unmatched Deposits workgroup.

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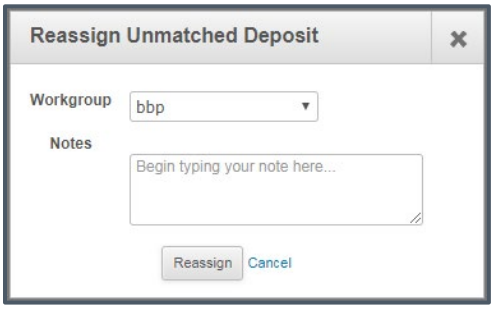
Reassign Deposit Items

To reassign the associated deposit to another Unmatched Deposits workgroup:

1. Hover over the appropriate deposit row.
2. From the Action menu that will open, click the **Reassign** button.

   The Reassign Unmatched Deposit popup will open:



3. On this popup, select the destination **Workgroup**.
4. Add any **Notes** related to the action.
5. Click the **Reassign** button to move the work.

Note:

- You must have access to the destination workgroup before you can assign a deposit to it.
- You cannot reassign work items to specific users; however, you can assign them to workgroups including any number of users.
- Workgroup changes will move user-reassigned deposits back into their original, rule-assigned workgroup.

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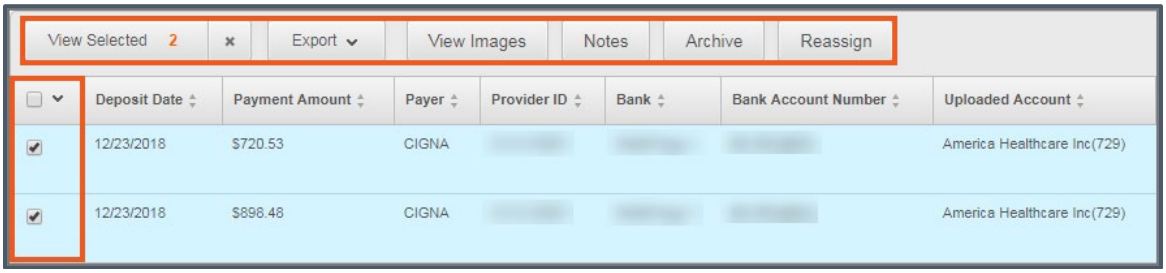
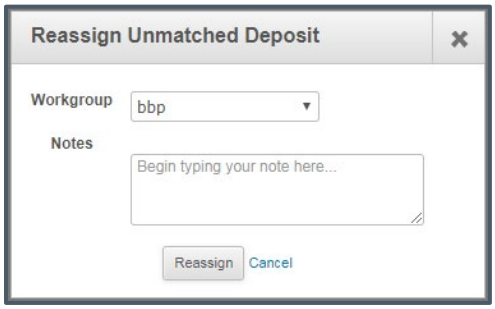
Unmatched Deposits Toolbar



You can perform a number of actions using the row of buttons at the top of the Unmatched Deposits screen.

1. Select one or more deposits by clicking the associated checkbox on the far-left side of the item. You can also use the checkbox dropdown in the column header to select/deselect all the deposits in the search results.
2. After selecting the item(s), use one of the following buttons in the toolbar to perform an action on the deposit(s):
   - **View Selected:** Remove all deposit items from view except for those that have been selected.
   - **Export:** Exports the selected deposits to a PDF or Excel spreadsheet. The deposits will be shown in the exported file as they are on the Unmatched Deposits screen.
   - **View Images:** Allows you to view and/or download the original scanned image of the deposit.
   - **Notes:** Allows you to add a note to the deposit(s) and/or view all existing notes.
   - **Archive:** Allows you to hide a deposit. A deposit cannot be deleted once it has been uploaded.
   - **Note:** Archiving and unarchiving deposits have no effect on workgroup assignment. However, if workgroups are reset, this can reroute archived/unarchived deposits back to their original, rule-assigned workgroup (if the deposits were manually reassigned).
   - **Reassign:** Reassign the associated deposit(s) to another Unmatched Deposits workgroup. After clicking the Reassign button, the Reassign Unmatched Deposit popup will appear:



3. On this popup, select the destination **Workgroup**.
4. Add any **Notes** related to the action.
5. Click the **Reassign** button to move the work.

   Note:

   - You must have access to the destination workgroup before you can assign deposits to it.
   - You cannot reassign work items to specific users; however, you can assign them to workgroups including any number of users.
   - Workgroup changes will move user-reassigned deposits back into their original, rule-assigned workgroup.

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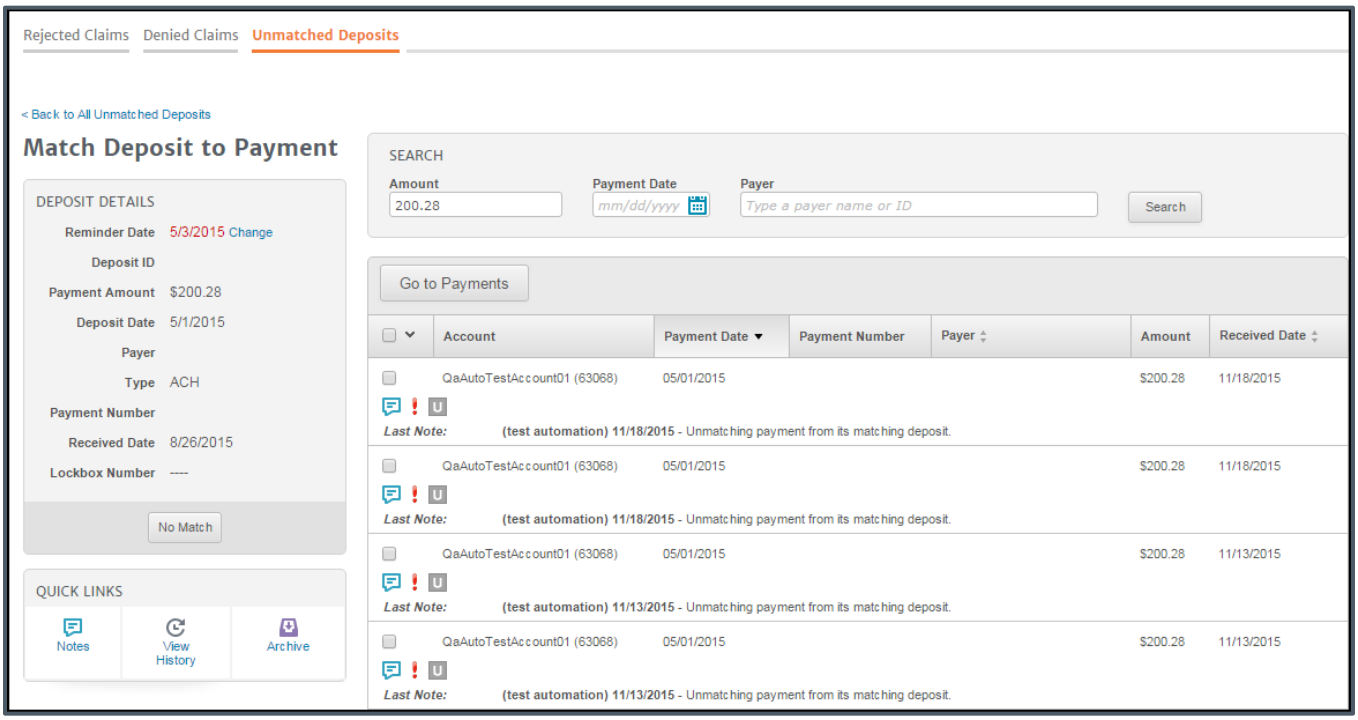
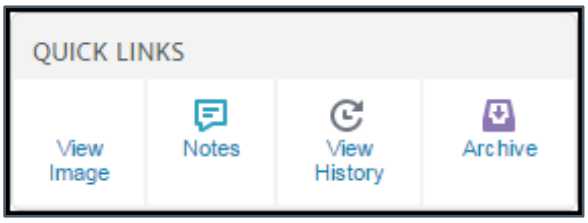
Match Deposit to Payment Screen

After you select a deposit to be matched (see the Match Deposits to Payments section), the Match Deposit to Payment screen will open.



On this screen, you will be able to perform all the actions available on the previously described Unmatched Deposits Action Menu by clicking the appropriate link under the **Quick Links** heading:



The following details will also be provided for the selected deposit under the **Deposit Details** heading:

- **Reminder Date** – The date in which you will receive a reminder to match the payment.
- **Deposit ID** – The number assigned to the deposit when it was uploaded to the Waystar system.
- **Payment Amount** – The deposit dollar amount.
- **Deposit Date** – The date listed on the deposit.
- **Payer** – The payer who sent the deposit.
- **Type** – How the deposit was sent to Waystar (e.g., paper check, ACH transfer, etc.).
- **Payment Number** – The check number for paper checks and the trace number for EFT payments.
- **Received Date** – The date in which Waystar received the deposit.
- **Date Processed** – The date the deposit was sent by the payer.
- **Lockbox Number** – The Payer Lockbox number assigned to the deposit.

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All possible payment matches will be displayed in an interactive grid under the **Possible Matches** heading with the following details:

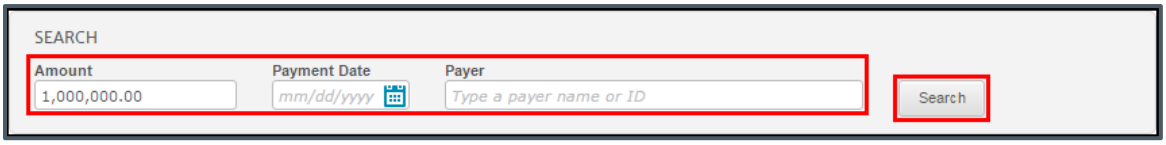
- **Account** – The Waystar account that the payment was sent to.
- **Payment Date** – The date listed on the paper check or electronic payment.
- **Payment Number** – The check number for paper checks and the trace number for EFT payments.
- **Payer** – The payer who sent the payment.
- **Amount** – The payment amount.
- **Received Date** – The date in which Waystar received the payment.

Using this information, you can find the match for the deposit among the pre-populated payments (see the Match Deposit to Payment Screen section for detailed instructions on this process). However, if the appropriate payment is not listed among the pre-populated payments, you can complete a manual search for it using the following search criteria:

- Amount

  Note: This field is the default search option and will auto-populate; however, this amount can be removed and edited as desired.
- Payment Date
- Payer

After the appropriate search criteria is entered, click the **Search** button to return the associated payment items.

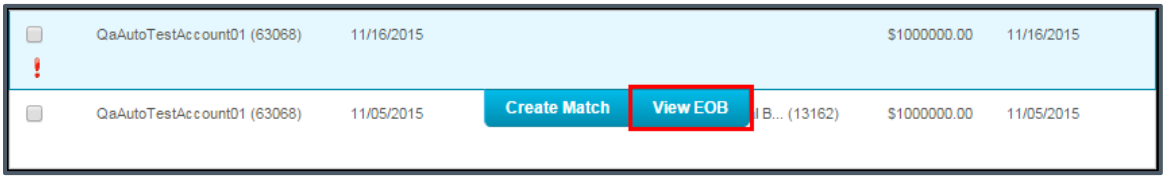


View Individual Payments

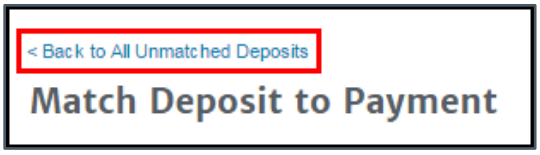
Select the appropriate payment item(s) and click **Go to Payment(s)** to see the associated individual payments from the **Remits > Payments** screen. The payments will be pre-filtered to match your search criteria on the previous Remits & Deposit Management screens.

View Original EOB/835

1. Hover over the appropriate payment item and click the **View EOB** button to see a PDF of the original EOB.



2. Click the **Back to All Unmatched Deposits** link to go back to the Unmatched Deposits workgroup.



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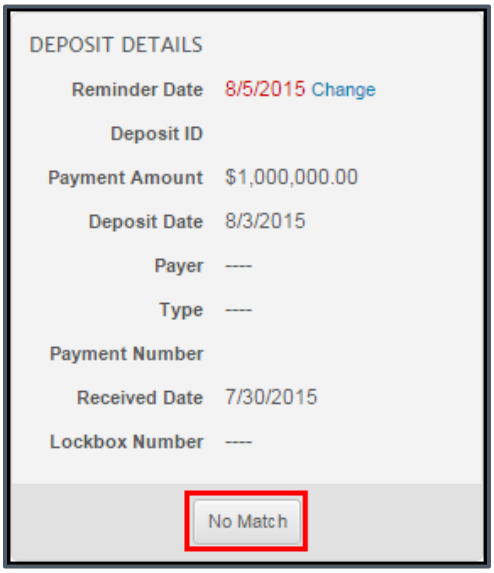
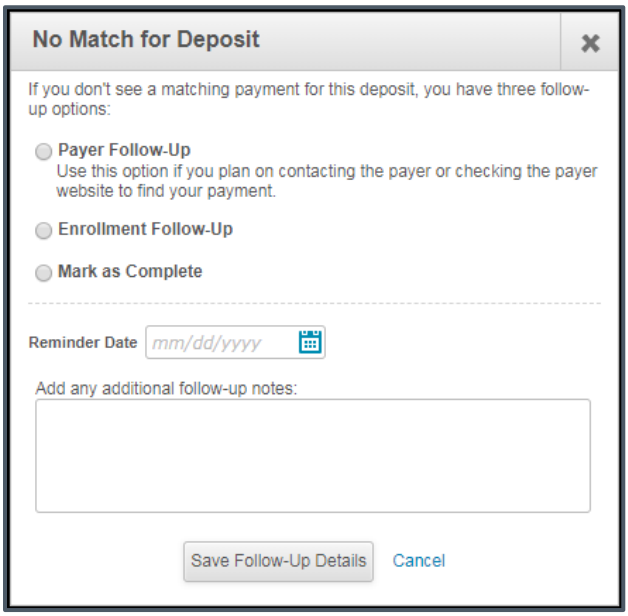
No Match Exists – Marking Unmatched Deposits

If a match does not exist for a deposit, follow these steps to mark it for the necessary work:

1. Click the **No Match** button in the **Deposit Details** section.



The No Match for Deposit popup appears.



2. Select the radio button identifying the reason no match exists for the deposit:
   - **Payer Follow-Up:** Further information must be obtained from the payer.
   - **Enrollment Follow-Up:** The associated payer must be enrolled with Waystar.
   - **Mark as Complete:** The deposit has been reconciled outside of the system and no follow up is necessary.
3. Click the **Save Follow-Up Details** button. The selected status will display in the **Needs Follow-Up** column for the associated deposit item.

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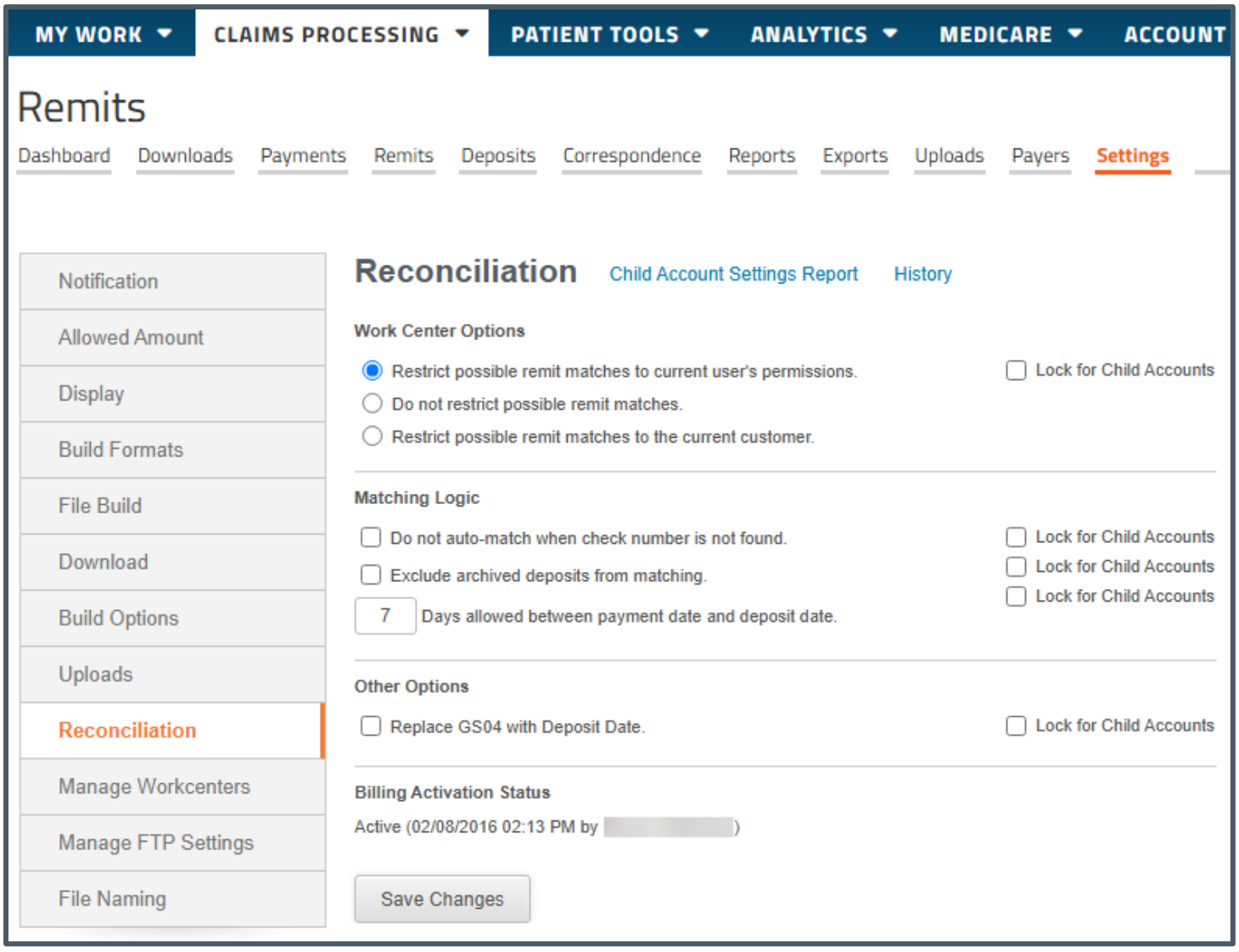
Reconciliation Settings

This section explains how to place or remove restrictions on which potential matches are displayed for unmatched deposits in your account:

To work with Reconciliation settings:

1. Go to the **CLAIMS PROCESSING** > **Remits** > **Settings** > **Reconciliation** screen.



2. Work with **Work Center Options**:

   The potential matches referenced in the following options are remits provided as possible manual matches for the unmatched deposit.

   - **Restrict possible remit matches to current user's permissions:** Limit the potential matches displayed for the unmatched deposits based on the specific permissions of the user working in Remits & Deposit Management.
   - **Do not restrict possible remit matches:** Place *no* limits on the potential matches displayed for unmatched deposits in Remits & Deposit Management.

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- **Restrict possible remit matches to the current customer:** Limit the potential matches displayed for the unmatched deposits to those uploaded to the child account only.

  Note: Applying this setting will also limit your search results on the Unmatched Deposits workgroup to show only deposits that were uploaded to the child account.

- **Lock for all Child Accounts:** Apply the corresponding setting across all child accounts on your domain.

3. Work with **Matching Logic**:

   - **Do not auto-match when check number is not found:** Automatically assign a deposit as unmatched if it cannot be matched to a remit using the Deposit Date, Payment Amount, Payment Type, or Check Number. When this option is deselected, the deposit will be analyzed a second time without the Check Number.

     Lock for all Child Accounts: Apply the corresponding setting across all child accounts on your domain.

   - **Exclude archived deposits from matching:** When selected, this setting will exclude any archived deposit from the deposit/remit matching logic.

     Lock for all Child Accounts: Apply the corresponding setting across all child accounts on your domain.

   - ***X* Days allowed between payment date and deposit date:** Set the number of days you want to allow between payment and deposit date. The default is 7 and it is recommended to not exceed 90.

     Lock for all Child Accounts: Apply the corresponding setting across all child accounts on your domain.

4. Work with **Other Options**:

   - **Replace GS04 with Deposit Date:** Update the GS04 in the 835 with the Deposit Date.
   - **Lock for all Child Accounts:** Apply the corresponding setting across all child accounts on your domain.

5. When finished updating your settings, click the **Save Changes** button.
6. To view a list of Reconciliation settings applied to all child accounts, click the **Child Account Settings Report** link at the top of the screen.
7. To view a log of changes applied to the matching settings on the Reconciliation screen, click the **View History** link at the top of the screen. The user who applied the change and a date/time stamp for when the change was made is included for each item in the history log.

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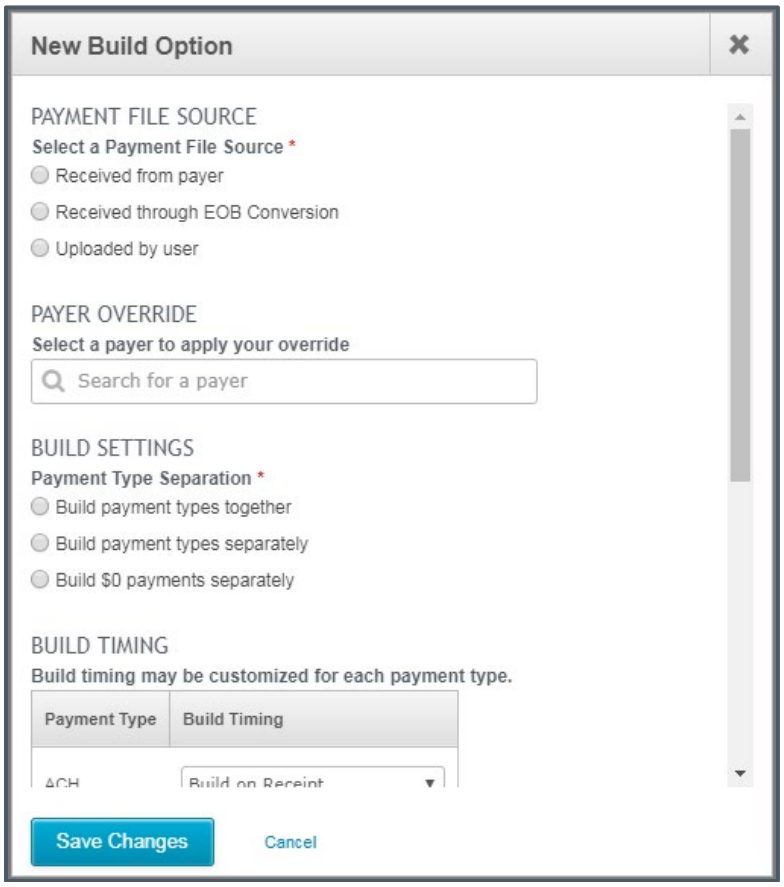
Setting Build Options for payments

Go to the **CLAIMS PROCESSING** > **Remits** > **Settings** > **Build Options** screen to control when payments are downloaded to your account and how they are grouped on the Remits > Downloads screen. This gives you more flexibility with the way you work, reconcile, and consolidate your 835 files.

Creating New Build Configurations

To create a new build configuration for incoming payment files:

1. Click the **+ New Build Option** button at the top of the screen. The New Build Option popup will appear:



2. Select one of the following radio buttons from the **PAYMENT FILE SOURCE** section to apply your build configuration to the selected file source:
   - **Received from payer:** Select for payments that are received directly from the payer
   - **Received through EOB Conversion:** Select for payments that are converted through the EOB Conversion application
   - **Uploaded by user:** Select for payments that are uploaded manually or via FTP
3. Enter a payer name/ID in the **PAYER OVERRIDE** section to apply the settings in this configuration to that payer only.

   Note: Please verify that the entered payer name/ID is correct. If the entered payer information is incorrect, the rules applied in your configuration will not fire.

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4. Select one of the following radio buttons from the **BUILD SETTINGS** section to control how your payments are grouped upon the initial download:
   - **Build payment types together:** Downloaded payments will be grouped by payment type (ACH, Check, BOP, FWT, $0, etc.) into one file by payment source.
   - **Build payment types separately:** Downloaded payments will not grouped by any attribute and must be downloaded individually by payment source.
   - **Build $0 payments separately:** All $0 payments (regardless of payment type) will be grouped in a separate file.
5. Select any of the following dropdown options in the **BUILD TIMING** section to control how the associated payment types are downloaded to your account:
   - **Build on Demand:** Payments of the corresponding type will be built and downloaded to the Downloads screen when requested.

     Note: If Build payment types together was selected in step 4 above, Build on Demand will be the only BUILD TIMING option available.
   - **Build on Receipt:** Payments of the corresponding type will be built and downloaded to the Downloads screen as soon as they are received.
   - **Build on Receipt of Deposit:** If you have the Remits & Deposit Management application, select this option to build payments only when a matching deposit have been found.
6. Select one of the following radio buttons in the **Additional Build Options** section to apply further build options:
   - **Payment:** Payment for this configuration will be built by check number. If this option is selected, only one check will be included in each download.

     Note: If the Build payment types together option was selected in the BUILD SETTINGS section (see step 4 above), you will receive only one payment file with this selection because one payment cannot have various payment types.
   - **Payer:** Payments for this configuration will be built by individual payer IDs (i.e., one or more payments from a payer ID can be included in one file). If this option is selected, the Additional Separation list will populate with the following additional options:
     - **None:** Payments will be grouped by payer (i.e. available as a payer download file).
     - **NPI:** Payments built for the specified payer ID(s) will be grouped by NPI.
     - **Tax ID:** Payments built for the specified payer ID(s) will be grouped by Tax ID.
     - **Identifier/Division ID:** Payments built for the specified payer ID(s) will be grouped by the check identifier/division ID.
     - **Check Date:** Payments built for the specified payer ID(s) will be grouped by the date listed on the check.
7. Click **Save Changes**. The build configuration will display in the Build Options listing (see the **Build Options Listing** section below for more information).
8. If desired, click the **Lock for Child Accounts** checkbox at the top of the screen to lock your build configurations for all accounts.

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Build Option Configuration Example & Outcome

See the following example of a payment build configuration that can be set up using the instructions provided in the **Creating New Build Configurations** section above:

Build Options Selected

- PAYMENT FILE SOURCE: Received from payer
- PAYMENT OVERRIDE: No overrides
- BUILD SETTINGS: Build $0 payments separately
- BUILD TIMING: All payments types are set to Build on Receipt
- Additional Build options: Payer – None is selected from the Additional Separation section inside Additional Build options

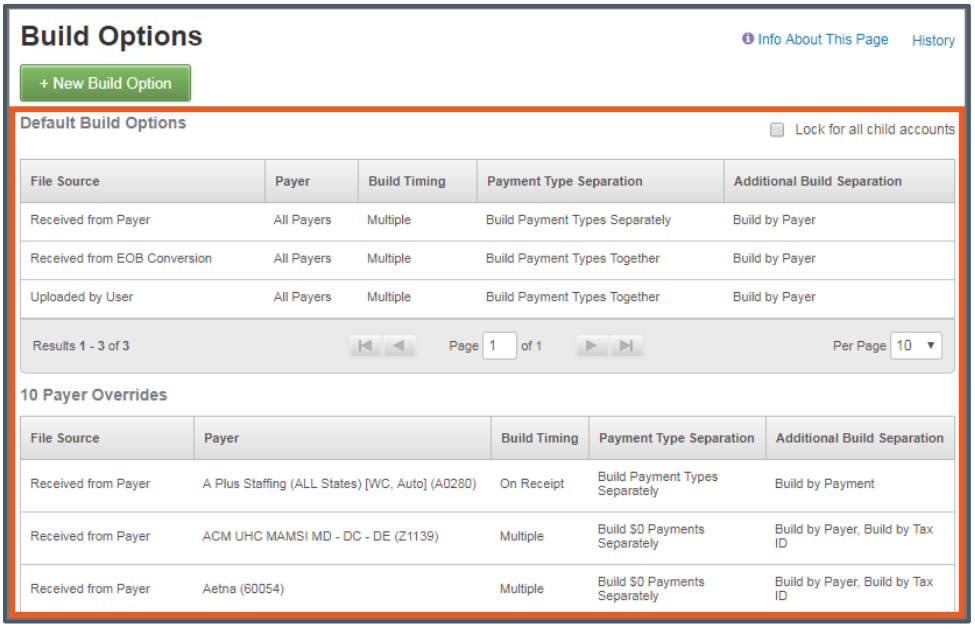
Outcome of the Configuration Example

With the above build options applied:

- You may receive multiple United Healthcare payments via 30 different check numbers. Within those files, 15 were payments greater than $0.
- You may have two downloads, with one containing all non-$0 payment files combined to one file (15 checks) and another containing only the $0 payments.

Build Options Listing

All previously created payment build configurations will be displayed in a grid toward the bottom of the Build Options screen:



This grid is divided into two different sections:

- **Default Build Options:** Displays all build configurations set up for a specific file sources.
- **Payer Overrides:** Displays all build configurations set up for specific payers.

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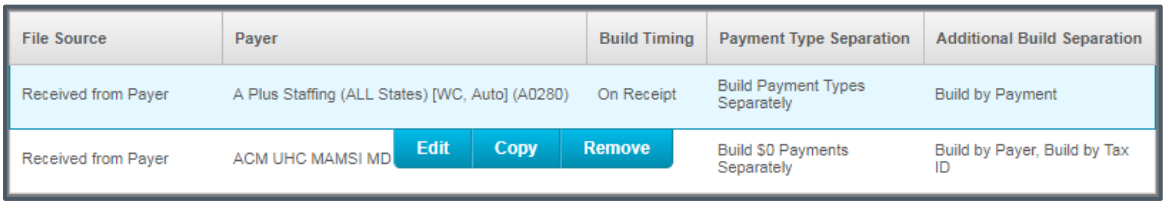
Each of these grids/tables will display the following configuration details:

- **File Source:** The file source of the associated build rule
- **Payer:** Payer(s) sending payments via the associated build rule
- **Build Timing:** Payments for the associated build rule are built:
  - **On Demand:** Payments of the corresponding type will be built and downloaded to the Downloads screen when requested.
  - **On Receipt:** Payments of the corresponding type will be built and downloaded to the Downloads screen as soon as they are received.
  - **On Receipt of Deposit:** Payments of the corresponding type will be built only when a matching deposit have been found.

    Note: This Build Timing option is available only for users with the Remits & Deposit Management application.
  - **Multiple:** The build configuration has more than one of the above Build Timing options applied.
- **Payment Type Separation:** Indicates how the associated payments are grouped when received.
- **Additional Build Separation:** Displays any additional build options set up by Payment or Payer.

Build Options Listing Hover Action Menu

After build options are created, you can perform additional actions on those configurations with the Action menu. To access this menu, hover over the appropriate row and a blue menu will open with the following buttons:



- **Edit:** Opens the Edit Payer Overrides popup where you can modify any of the build options set up when the configuration was created (see the **Creating New Build Configurations** section above for more information about these options).
- **Copy:** Opens the Copy Payer Override popup allowing you to easily create a new build configuration from an existing rule.
- **Remove** (Payer Overrides Only)**:** Remove the build configuration from the system. After clicking, you will be asked to confirm the action.

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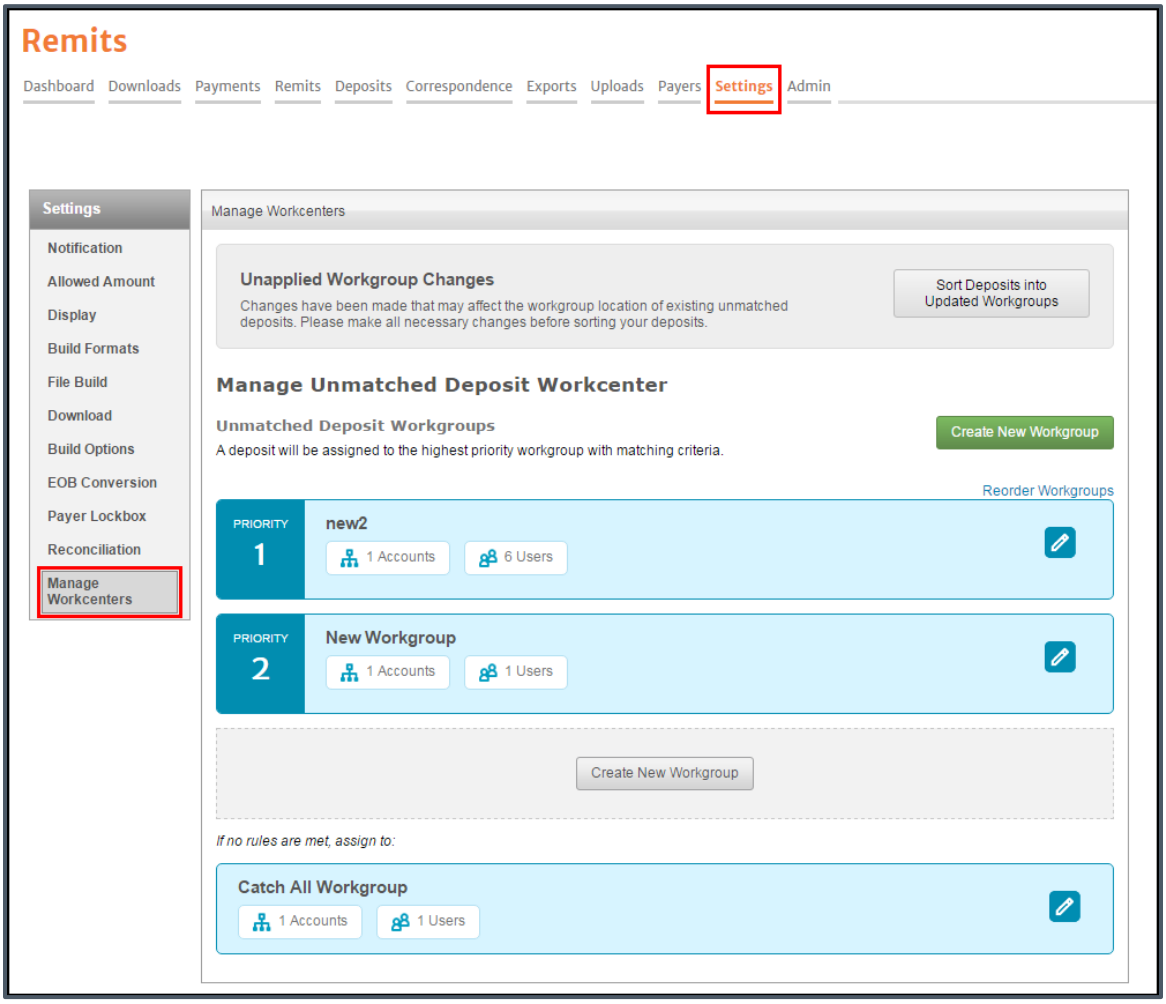
Waystar Workgroups

Waystar workgroups allows tasks to automatically be assigned to a user or group of users based on a set of defined rules. These tasks may include any remits-related work previously described in this guide. Workgroups are given priority levels and work items will be assigned to the first group that it meets criteria for. A work item can only appear in one workgroup at a time, even if it meets the criteria for multiple workgroups. If a work item does not meet the criteria for any of the defined workgroups, it will fall into the catch-all workgroup.

Creating Workgroups

Go to **CLAIMS PROCESSING > Remits > Settings > Manage Workcenters** to create new workgroups and manage existing workgroups:



By default, all current users and accounts will be assigned to the **Catch All Workgroup** and will receive work by reminder date. The reminder date is the date in which a reminder notification will be sent for a marked follow-up action. The reminder is automatically sent out three business days prior to the follow-up date.

Note: Users that click on the catch-all workgroup will only receive work for the accounts they have access to.

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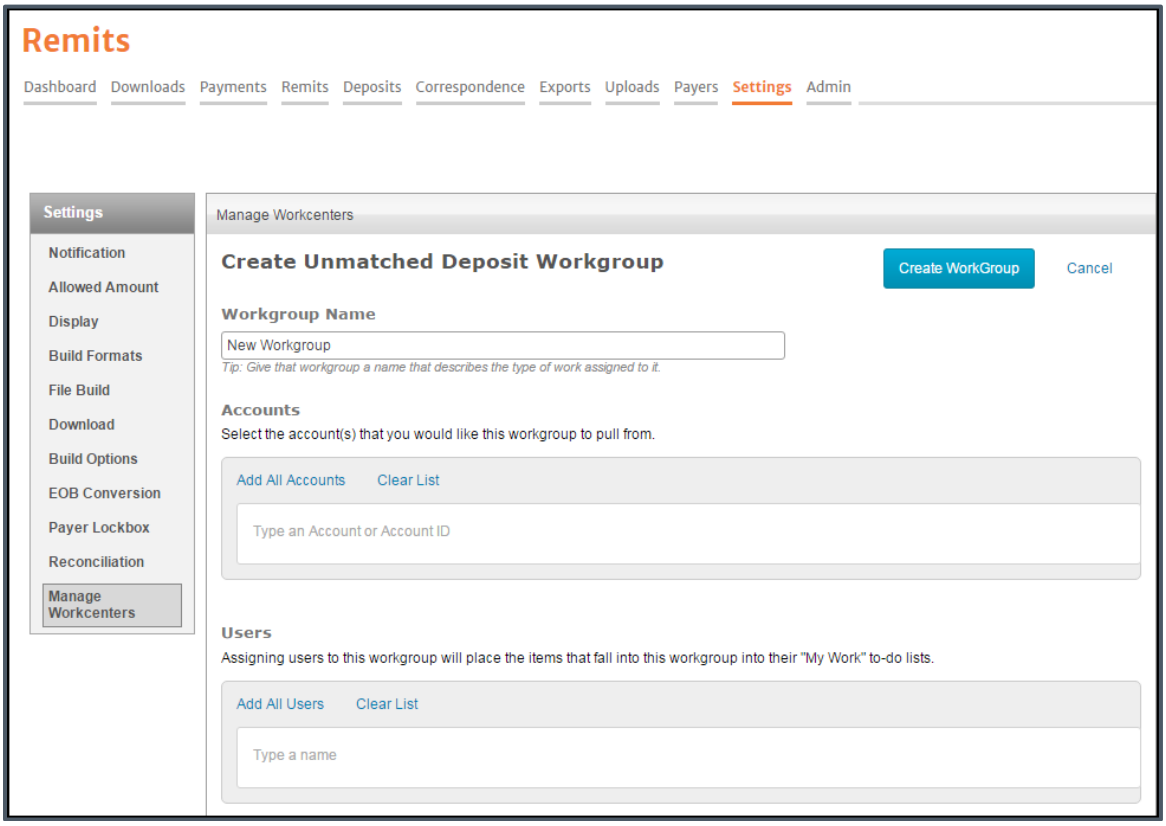
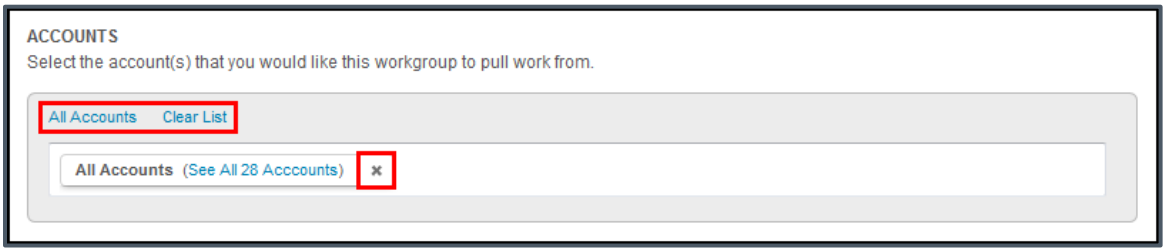
To create a workgroup:

1. Click the **Create New Workgroup** button. The **Create Workgroup** screen will appear:



2. Enter an appropriate workgroup name (Unmatched Deposits references above) into the **Workgroup Name** field:
3. Enter the accounts you would like included in the workgroup under the **Account(s)** heading.
   - Click the **Add All Accounts** link to add all of the accounts in your domain to the workgroup.
   - After adding an account to this list, you can easily remove it by clicking the **X** to the right of the associated account.
   - Click **Clear List** to remove all accounts that you have added.
   - Once new users or accounts are added to your domain, you will need to add them to the appropriate workgroup.



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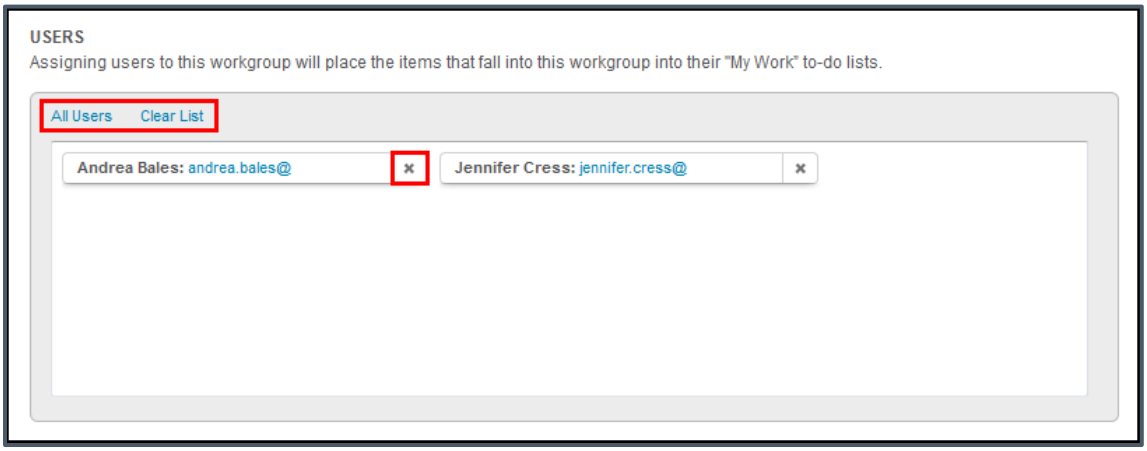
4. Enter the users you would like to add to this this workgroup under the **Users** heading.

   Note: The additional functions described above for the **Account(s)** section also apply to adding users.



5. Apply work rules to the workgroup under the **Rules** heading using the following parameters:

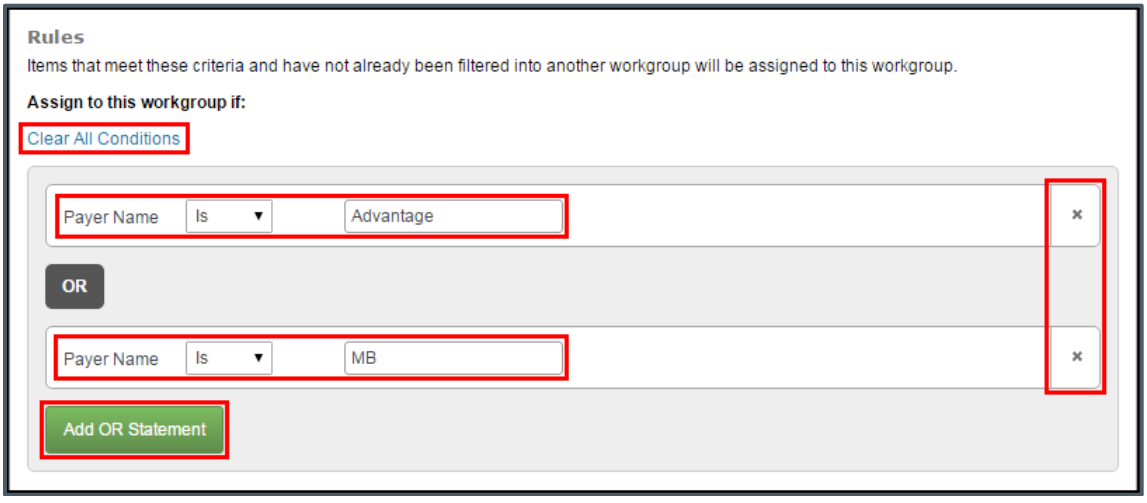
   - From the first dropdown on the left, select the work item information subject to the rule (e.g. **Payer Name**, **NPI**, **Tax ID**, **etc.**).
   - From the dropdown on the left, select the user-specific information that would distinguish the work sent to this group (**Is** or **Is Not**).
   - Click **Add OR Statement** to add fields for a non-conditional statement (i.e., work items from all included rules will be sent to the workgroup).
   - Click the **X** to the right of any individual rule or rule set to remove it from the workgroup.
   - Click **Clear All Conditions** to remove all of the entered rule statements.

   For example, the following rule example would send all deposits from Advantage Health Solutions or Medicare Part B (**MB**) to the associated workgroup:

   Payer Name is Advantage

   OR

   Payer Name is Medicare



6. Click **Create WorkGroup**. The new workgroup will appear on the **Workgroups** screen.

Newly created workgroups will receive a **New** green ribbon (see below).

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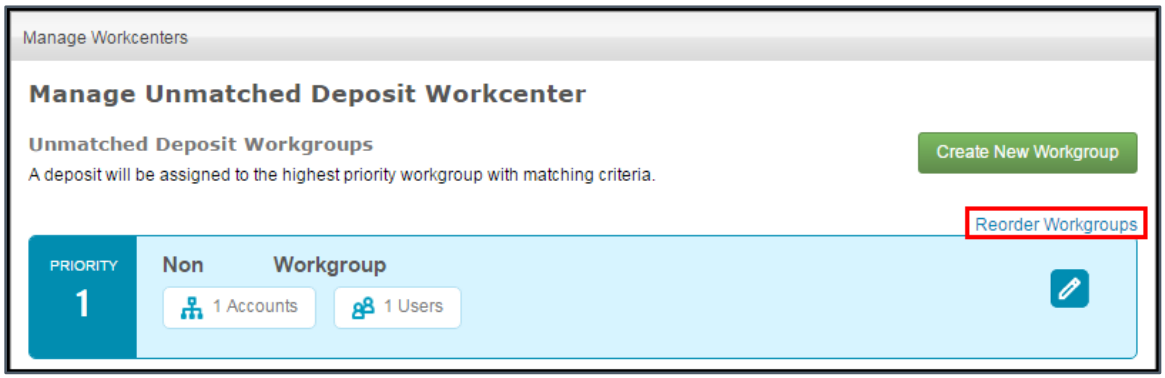
Setting Workgroup Priorities

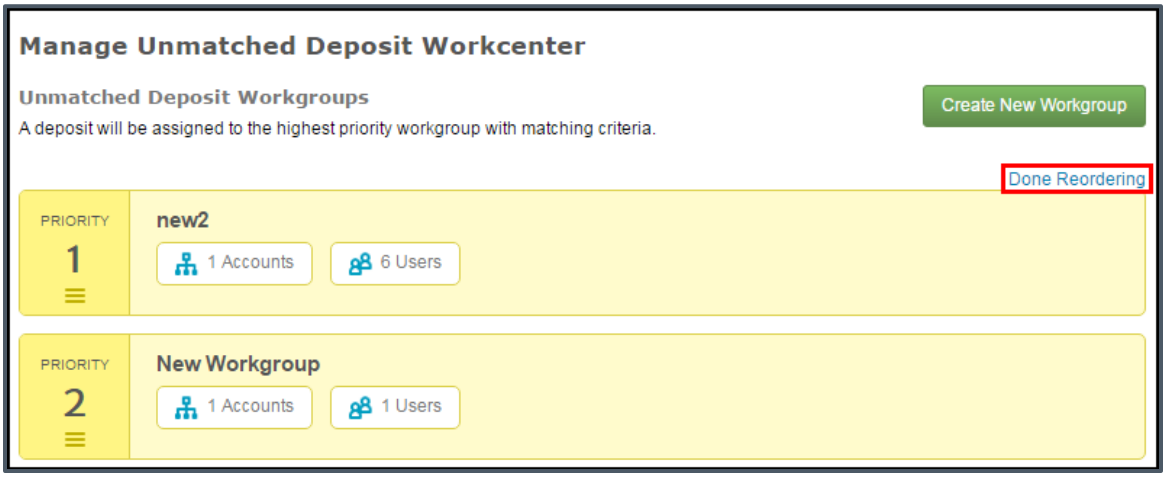
Waystar workgroups gives you the ability to set priorities for your workgroups. This allows you to control how work items will flow through the workgroups in your account. Follow these steps to do this:

1. Go to the **CLAIMS PROCESSING > Remits > Settings > Manage Workcenters** screen to see a list of all existing workgroups.



2. Click the **Reorder Workgroups** link on the right side of the screen to unlock the workgroup list:
3. Assign an appropriate priority level to each workgroup by dragging and dropping them accordingly.

   Note: Work items (e.g., unmatched deposits) will flow through this list in a top-down fashion, getting assigned to the first workgroup with a matching rule set. Work items will only be matched to a single workgroup.
4. When you are done rearranging the workgroups, click the **Done Reordering** link to apply these settings:



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Editing Workgroups

After creating a workgroup, it may be necessary to add/remove accounts, change work rules, etc. Perform the following steps to make changes to any of the workgroup fields:

1. Go to the **CLAIMS PROCESSING** > **Remits** > **Settings** > **Manage Workcenters** screen.
2. Click the edit icon on the desired workgroup.
3. Make all necessary changes to the workgroup fields and/or rules described in the Creating Workgroups section above.
4. Click the **Save Workgroup** button to apply your changes.

Additional Information – Editing Workgroups

- Workgroup changes will move user-reassigned deposits back into their original, rule-assigned workgroup.
- Workgroup changes/actions are not recorded. For example, if a deposit item is moved from one workgroup to another due to a workgroup change, this action will not be recorded.

Deleting a Workgroup

To remove a workgroup from your account, click the **Delete Workgroup** button at the top of the **Edit a Workgroup** screen (see **Editing Workgroups** section above).

After clicking this button, you will be asked to confirm whether you want to remove this workgroup from your account.

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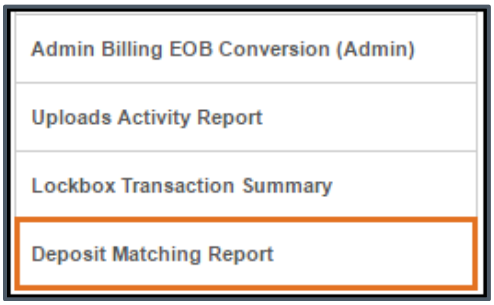
Deposit Matching Report

This report displays all matching details for a selected group of deposits. These details include all deposits uploaded to your Waystar accounts or workgroups during a selected time period. You can filter and group the report to see a high-level view of how payer problems are impacting your organization or determine where a deposit is within the Reconciliation and Posting process. More specifically, you can group the report by payer (see below) to see which payers have the highest number of unmatched deposits and gain insight into potential enrollment needs.

Note: The information shown on this report is gathered from uploaded deposits; therefore, the data is limited by the information your bank can provide.

To access the Deposit Matching Report, go to the **CLAIMS PROCESSING > Remits > Dashboard** screen and select **Deposit Matching Report** from the Remits Report Center:



To generate the Deposit Matching Report:

1. From the dropdown at the top of the report, select whether you want to view data for **Accounts** or **Workgroups**.
2. If desired, click the blue **Add a Filter** link to further filter the account or workgroup data you would like to see on the report.
3. Select one of the following from the **Group Results By** dropdown:
   - **Account:** Displays information on deposits received by the selected account only
   - **Upload ID:** Groups the deposit details by Upload ID
   - **Match Status:** Groups the deposit details by one of the following statuses:
     - **Auto Matched:** Deposits that were automatically matched to a payment.
     - **User Matched:** Deposits that were manually matched to a payment by a user.
     - **Workable Unmatched:** Deposits that were not matched and have been archived
     - **Unworkable:** Deposits that were not matched and will not have a matching payment in Waystar
   - **Payer:** Displays information on deposits sent by the selected payer only
   - **User:** Groups the deposit details by the user who manually matched the deposits

   Note: The information displayed in the report overview and details (see below) will vary depending on which of these options are selected.

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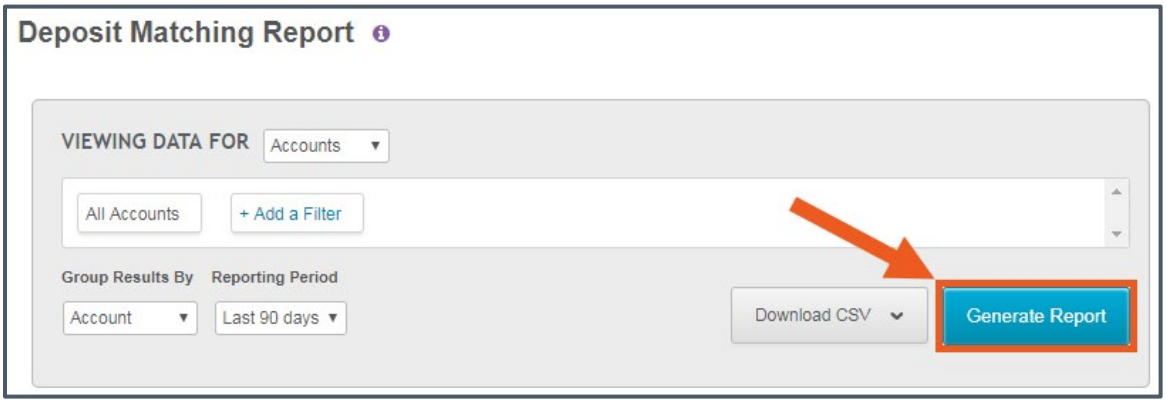
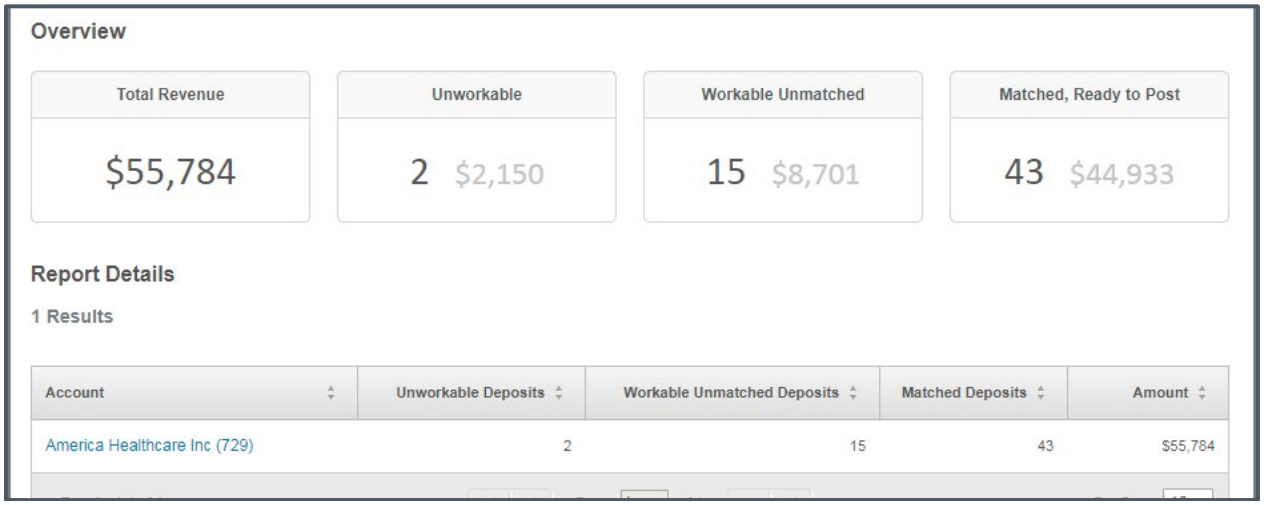
4. Select the desired **Reporting Period** from the dropdown.
5. After you enter all necessary criteria, click the **Generate Report** button:



The Overview and Report Details will display at the bottom of the screen:



6. If necessary, click one of the following options from the **Download CSV** dropdown to download a spreadsheet of the reported data:
   - **Summary Report:** Downloads a spreadsheet containing the reported data included in the Report Details section at the bottom of the screen (see the **Report Details** section below for more information).
   - **Detail Report:** Downloads a spreadsheet containing the Posting Date and Posting Balance for the Balancing File.

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Report Overview

The Overview section will display the following high-level deposit data:

- **Total Revenue:** The total revenue included in the reported deposits
- **Unworkable:** Percentage of reported deposits that were not matched and have been archived, and the total revenue included in those deposits (light-shaded text)
- **Workable Unmatched:** Percentage of reported deposits that were not matched and require payer follow-up for enrollment, and the total revenue included in those deposits (light-shaded text)
- **Matched, Ready to Post:** Percentage of user matched and auto-matched deposits, and the total revenue included in those deposits (light-shaded text)

Note: This data may change over time as unmatched deposits are matched to corresponding payments.

Depending on your selection from the Group Results By dropdown at the top of the screen, you may see more specific reported data, charts, and pie charts. For example, when you group the results by Match Status, you will see a breakdown of Auto Matched, User Matched, Workable Unmatched, and Unworkable deposits in a pie chart.

Report Details

Once generated, the Deposit Matching Report displays the following data:

- **Account:** The Waystar account housing the corresponding deposits

  Note: Click the account name to see an auto-generated Deposit Matching Report displaying all deposits uploaded into that account.
- **Unworkable Deposits:** Deposits that were not auto-matched
- **Workable Unmatched Deposits:** Deposits that can be matched but have not been worked
- **Matched Deposits:** Deposits that have already been successfully matched
- **Amount:** The total revenue included in the reported deposits
- **Balance Amount**: The amount sent in the Balancing File.
- **Balance File Date**: The date the balance file was posted.

Similar to the report overview described above, depending on your selection from the Group Results By dropdown at the top of the screen, you will see details more specific to your selection. For example, when selecting Payer from the dropdown, you will see a list of payers with the Report Details listed above.

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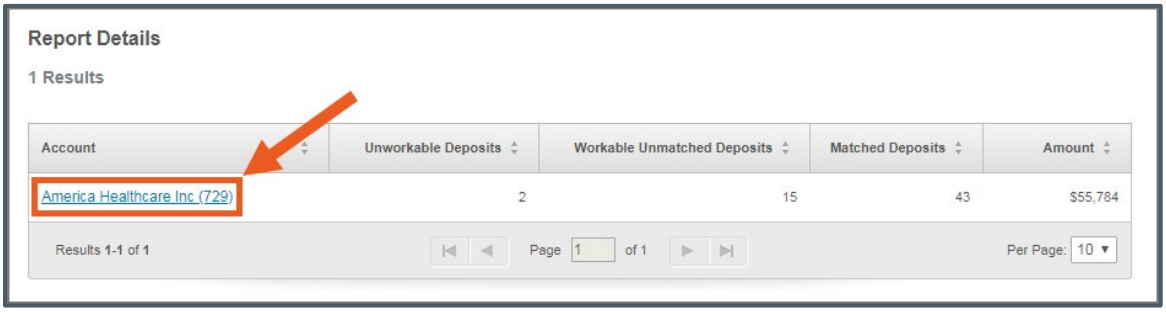
Report Details Drill Down

After generating the report, line items in the Report Details section may appear as a blue link:



Click these links to view more specific details on the Account, Upload ID, Match Status, Payer, or User (depending on your selection from the Group Results By dropdown).

The drill down of the report provides the following deposit details:

- **Payer:** The payer who sent the deposit
- **Received Date:** The date Waystar received the deposit
- **Deposit Date:** The date listed on the deposit
- **Payment Number:** The check number for paper checks and the trace number for EFT payments
- **Amount:** The deposit dollar amount
- **Match Status:** Displays one of the following match statuses:
  - **Auto Matched:** The deposits was automatically matched to a payment.
  - **User Matched:** The deposit was manually matched to a payment by a user.
  - **Workable Unmatched:** The deposit was not matched and has been archived
  - **Unworkable:** The deposit was not matched and will not have a matching payment in Waystar
- **Payee Name:** The provider account that received the deposit
- **NPI:** The CMS-assigned provider identification number for the account that received the deposit
- **Tax ID:** The federal provider identification number for the account that received the deposit
- **Matched Date:** The date and time the deposit was matched in the Waystar system
- **Bank Name:** The provider's bank name
- **With Balancing File**: Only shows rows that were matched with a Balancing File.
- **Without Balancing File**: Only shows rows that were not matched with a Balancing File.

If necessary, click the **Download CSV** button at the top of the screen to download a spreadsheet containing a full list of deposit, payer, provider account, and upload details.

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Filtering the Drill Down Details

If you cannot find the information you are looking for in the drill down of the report, you can filter the details using the **FILTERS** menu on the left side of the screen:

- **Upload ID/Payment Number Search:** Select **Upload ID** or **Payment Number** from the dropdown in the **Search** menu and enter the appropriate information in the text box to find the deposit with the associated upload ID/payment number.
- **Match Status:** Displays deposits with the selected match status/statuses only
- **Payer:** Displays deposits sent by the selected payer only
- **Received Date:** Displays deposits received in the selected timeframe only

  Select the **Custom** radio button and enter a custom date range to filter the deposits appropriately.
- **Deposit Date:** Displays deposits with a deposit date in the selected date range only.

  Select the **Custom** radio button and enter a custom date range to filter the deposits appropriately.
- **Payee Name:** Enter a payer name/ID to see deposits sent by that payer only.
- **NPI:** Enter a NPI to see deposits received by that account only.

Additional Information – In-App Documentation

For additional documentation on the Deposit Matching Report, click the purple information icon to the right of the Deposit Matching Report title:

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Revision log

Date	Description	Version
May 2025	In the “Reconciliation Settings” section, added a new screenshot and the following descriptions: • Exclude archived deposits from matching • X Days allowed between payment date and deposit date	10
September 2024	• Added Balancing File match definitions • Updated format throughout	9

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