



Claims Payment Management Functionality to Support:

- Consolidated Claims Payments and EOBs
- Electronic Payments and Checks with Complementary Remittance Detail
- Payment Lifecycle Management
- Check Fraud Avoidance



Claims Payment Management

Enhanced Payment Visibility, Security and Satisfaction for Insurance Companies

In recent years, insurance carriers have made significant investments in claims administration systems as a means to reduce costs and improve internal process efficiencies. Yet when it comes to issuing and tracking the payments resulting from those settled claims, most organizations have yet to take advantage of the financial technology tools available to them.

WebSeries® Claims Payment Management solution consolidates insurance payment files from existing claims or other legacy systems and provides a core gateway for the origination and management of claims payments. Part of Bottomline's WebSeries payment lifecycle management platform, Claims Payment Management provides the ability for Treasury to review, approve and release claims payments in a coordinated and controlled fashion. Payments may be processed either as consolidated check runs on MICR-enabled laser printers, or as electronic payment batches directed to one or multiple originating banks. Using browser-based access and approval workflows, the system can also accommodate manual, off-cycle payment requests by authorized customer and claims service representatives.

Improve Customer Service While Reducing Payment Risk

WebSeries Claims Payment offers insurance organizations both real-time visibility into the status of issued checks and powerful safeguards against the increasing threat of check fraud, all via a convenient Web browser. The solution provides finance and customer service representatives with the appropriate access rights to view and update any given check payment from tracking original issue dates and details of a check, to reprints, reissues, void and stop requests, and stale status designations for escheatment requirements. The request is increased awareness throughout your organization on payment status, faster turn-around times for payment inquiries and updates, and more efficient fraud detection.

Electronic Payments

Bottomline's Claims Payments Management Solution also includes the ability to create, initiate and manage electronic payments. Electronic payments not only deliver significant cost savings over paper check processing, they can also increase client satisfaction with faster, more timely payment delivery. Bottomline's software formats electronic payments according to NACHA standards and enables the transmission of the payment file to your bank via secure file transfer over the Internet or modem.

Electronic payments features include:

- NACHA-compliant electronic payment files, in multiple formats, accepted through the national ACH network
- Dual payment capabilities delivering both laser check and electronic payments from a single system to maximize productivity
- Controlled disbursement timing for better cash management
- A centralized database to maximize control and audit capabilities across the organization

Claims Payment Management Features:

- Automatically create and transmit a file of all checks issued to one or multiple bank(s)
- Automatically receive bank files of all cashed checks against your accounts
- Include payments issued outside of Bottomline's check printing system
- Centralized payments database captures all data to facilitate information gathering and reporting
- Stops, manuals and voids included for comprehensive protection and tracking
- Enable multi-file transfer with a single bank communication

Streamline Paper Claims Payments with Support for Complex EOBs

WebSeries Claims Payments Management solution is optimized to handle not just payments, but also the often complicated and lengthy Explanation of Benefits (EOB) remittance to support them. Check and EOB data files can be collated so that complex EOB information is printed on plain paper using the same laser printer. Runs can also be sorted for more efficient mailings. Often check issuance and EOB statements are managed by separate systems. WebSeries' ability to combine these two data streams into one print run saves both time and money. WebSeries can accommodate the most complex of EOB formats, including multi-template, duplexed documents, to meet all your claims output management requirements.

Improved Efficiency in Check and Document Printing

By deploying a single system to consolidate and control your claims payments and accompanying EOB statements, your organization can benefit from:

- Comprehensive audit logs of all documents, including date/time stamp, user name, check type, check number and payee
- Ability to maintain multiple payment accounts and easily switch logos, signatures and bank MICR information
- Secure restart and reprinting of checks
- Multiple reporting filters to sort and present payment processing information
- Manual data entry options that improve service at remote locations
- Review and release of manually-entered checks for a complete audit trail



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