



Product Enhancements V20

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Eligibility Enhancements

- If your facility can search for patients and their balances in ePAY, this new feature allows staff to find patients more quickly and easily. Now you can search for a particular patient and his/her balance by simply typing in part of the name of the patient and then easily selecting the patient from the immediate suggestions that appear.

Check Eligibility

Facility

Service Type	2 - Surgical	▼
Provider ID	1114919339/PROVIDER ABC	▼

Clear

Patient Details

Patient	jan	✕	👤
Date of birth	COBB, JANET - 04/24/1985 BETZ, JANICE - 03/02/1952		
Patient member ID	BRAKE, JANET - 01/22/1931 DANNENHAUER, JANE - 01/08/1925		
Payer	HEMINGER, JANE - 10/29/1952 JANNEY, JERRY - 11/23/1951 MARTINA, JANETTE - 12/24/1929 MULLIGAN, JANET - 06/26/1951 PETTIBONE, JAN - 11/12/1955 RIGGLE, JANICE - 10/30/1953		

Eligibility Enhancements (continued)

- Similarly, type in the name of the payer and select from the suggestions offered.

Eligibility Eagle Highlands Surgery Center

[Check Eligibility](#) [Eligibility History](#)

Check Eligibility

Facility

Service Type	2 - Surgical	▼
Provider ID	1114919339/PROVIDER ABC	▼

[Clear](#)

Patient Details

Patient	Jane	Doe	
Date of birth	01/02/1973		
Patient member ID	XYZ123456		
Payer	Cov		

- Coventry - Delaware - 10076
- Coventry Healthcare National Network - 10084
- Coventry - Georgia - 10206
- Coventry - Iowa - 10207
- Coventry - Kansas - 10208
- Coventry - Louisiana - 10210
- Coventry - Nebraska - 10211



Eligibility Enhancements (continued)

- Select from simple menu buttons located at the top of the page to jump to various options.

Eligibility Details

[Setup plan](#)
[Collect payment](#)
[View history](#)
[Check eligibility](#)

Coverage is confirmed for this patient. **BLUE ACCESS**

Performed By: IDCMARK

Plan **Benefits** Other Information

	In-network		Out-of-network	
	Limit	Remaining	Limit	Remaining
Annual deductible				
Individual	\$750.00	\$404.38	\$1,500.00	\$1,500.00
Family	\$1,500.00	\$1,154.38	\$3,000.00	\$3,000.00
Co insurance				
[Plan / Patient] %	20 / 80	20 / 80	20 / 80	20 / 80
Out of pocket maximum				
Individual	\$1,500.00	\$1,500.00	\$3,000.00	\$3,000.00
Family	\$3,000.00	\$3,000.00	\$6,000.00	\$6,000.00

Please note: This is not a guarantee of payment. Non-payment of premiums and other contractual limitations may result in denial of benefits & refunds.

Date of Service
11/20/2013

Coverage Level
Active

Authorization Indicator
NOT PRESENT

Payer Details

Payer ID
10258

Payer Name
ANTHEM BLUE CROSS BLUE SHIELD

Provider Details

Provider ID
[REDACTED]

Member Details

Member ID
[REDACTED]

Member Last Name
[REDACTED]


Member First Name
[REDACTED]

Eligibility Enhancements (continued)


- Click on these new icons to “View Response” or “Retry Search.”
- Hovering over the icons provides pop-up help text with the words “View” and “Retry.”

Eligibility History


Date Range


Eligibility checked between 

and



Patient Details













Patient 

Date of birth 

Patient member ID

Payer

Clear
Search History

	Last Name	First Name	DOB	Payer ID	Member ID	Operator ID	Response Date	Trace#		
	████████	Mark	████████	10114	████████	IDCMARK	11/12/2013 06:59:06 PM	207993347		
	████████	Melinda	████████	10258	████████	IDCRANI	10/27/2013 11:30:46 PM	205430509		
	████████	Rani	████████	11002	████████	IDCRANI	10/27/2013 11:25:29 PM	205430343		
	████████	Rani	████████	11002	████████	IDCRANI	09/03/2013 12:45:31 AM	199690454		



Quick Point of Service (Quick POS) Enhancements and Screen Changes

- New fields request specific information about the patient which will help with your end-of-day payment posting.
- These new fields will also be helpful if you are interested in our “Automatic Payment Posting” service- please inquire for more details!
- Click on this link to view, email, or print recent payments.

* Fields marked with an asterisk(*) are required.

Patient Last Name * Account No.

Patient First Name * Date of Birth *

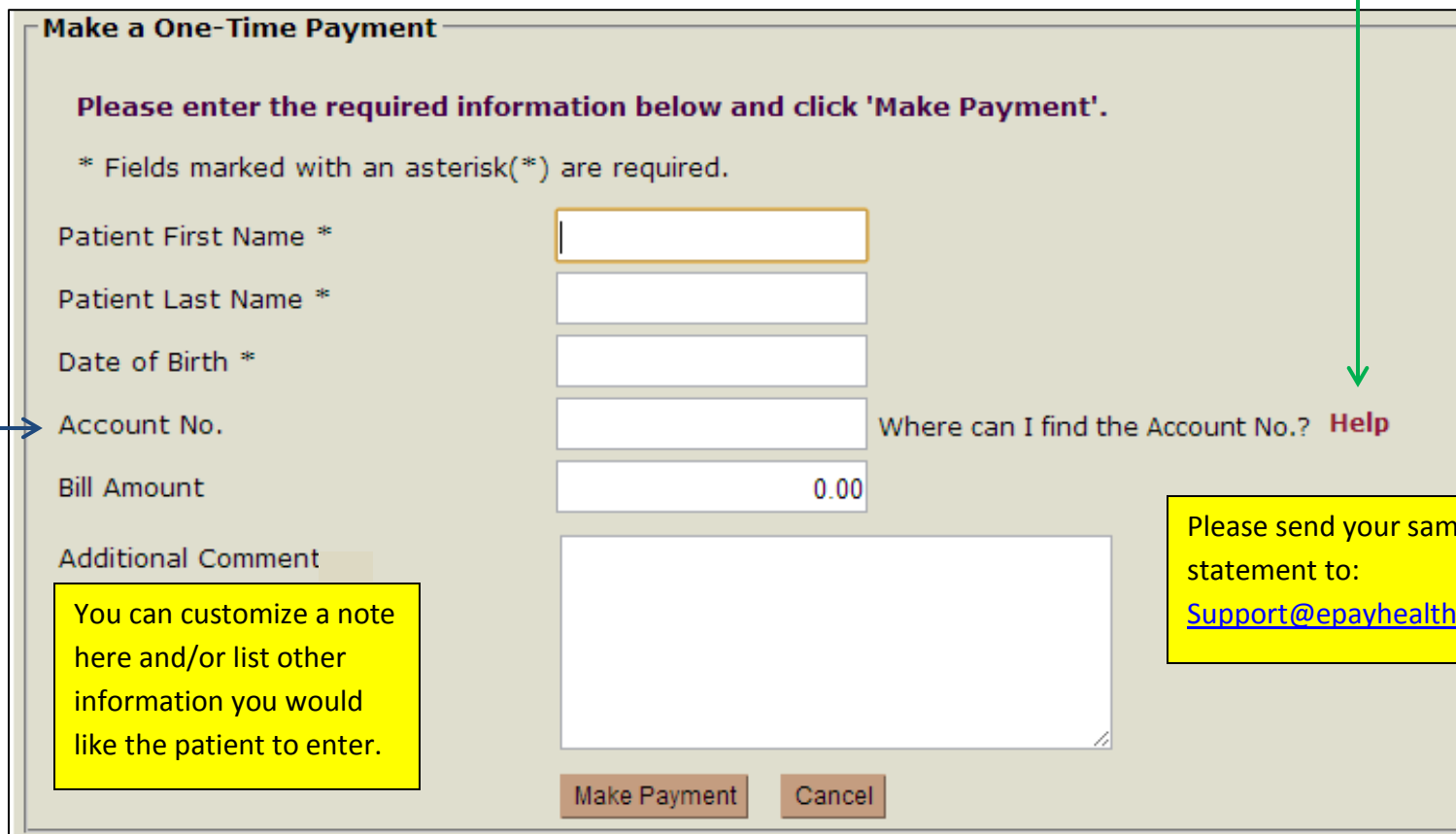
Recent Payments

The Last Payment Received was for **(\$100.00)** on 2/22/2012. [View, email or print recent payments](#)

Bill Reference	Additional Comments	Payment Amount
<input type="text"/>	<input type="text"/>	<input type="text"/>
TOTAL:		\$0.00

Patient Payment Site: Patient Demographic Information Enhancements

- New, separate fields have been added for patient demographic information which will prompt patients to provide necessary information for posting payments.
- The account number field can be a required or optional field.
- Please scan a sample billing statement and send it to ePAY. We can display the image with the account number highlighted so that the patient can click “HELP” to view the statement and find the location of the account number.



Make a One-Time Payment

Please enter the required information below and click 'Make Payment'.

* Fields marked with an asterisk(*) are required.

Patient First Name *

Patient Last Name *

Date of Birth *

Account No. Where can I find the Account No.? [Help](#)

Bill Amount

Additional Comment

Make Payment **Cancel**

Annotations:

- A blue arrow points from the 'HELP' link in the list to the 'Account No.' field.
- A green arrow points from the 'HELP' link in the list to the 'Help' link in the form.
- A yellow box next to the 'Additional Comment' field contains the text: "You can customize a note here and/or list other information you would like the patient to enter."
- A yellow box next to the 'Help' link contains the text: "Please send your sample billing statement to: Support@epayhealthcare.com."



Patient Payment Site - Payment Page Enhancements

- There are now three options for the patient:
 - The page defaults to the patient entering an amount to pay rather than the full balance being pre-populated.
 - The patient can also choose to pay the full balance.
 - The patient can choose to enroll into a payment plan.

Current Balance Due: \$7,000.00

Pay the full balance of **\$7,000.00**

Enter the amount you wish to pay in the table below

Enroll in a payment plan

Please enter the payment amount(s) below and click make payment.

Bill Number	Bill Date	Balance Due	Enter Amount
8567-001	05/16/2013	\$500.00	<input type="text" value="0.00"/>
8567-002	05/16/2013	\$1,500.00	<input type="text" value="0.00"/>
8567-003	05/16/2013	\$200.00	<input type="text" value="0.00"/>
8567-004	05/16/2013	\$300.00	<input type="text" value="0.00"/>
8567-005	05/16/2013	\$4,500.00	<input type="text" value="0.00"/>
Total:		\$7,000.00	\$0.00

Important Notice: Following payment, your account balance may take 24-48 hours to update.

Please click here to pay any bills not listed above



Printed Patient Receipt- Enhancements

- The patient payment receipt has been simplified.

[Print Receipt](#) [Close Window](#)

Patient Account Online

Demo DB HC10G14

Receipt Number : **966**
Customer : **SALMON, JULIE**
Guarantor Number : **22338**
Current Date: : **11/08/2013**

For your staff and patients' protection, and in accordance with security and HIPAA guidelines, text entered in the free-form "Description/Additional Comment" fields when entering a payment has been removed from the receipt due to the possibility of sensitive information being displayed. Patient name and account number will still be displayed on the receipt.

Description	Discount	Amount
Medical Bill Payment 22338-0002-001:05/19/2009	\$67.80	\$610.20
Total		\$610.20

Payment Received	Amount
CREDIT CARD MasterCard 5454 Authorization # 539390	\$610.20
Total	\$610.20

Thank you for your Payment

Note: Your payment status will be updated after your payment is applied to your account.



Emailed Patient Receipt - Enhancements

- Text has been added to the top of the emailed payment receipt.
- Unnecessary information has been removed from the receipt.



Thank you for your payment! Your transaction has been successfully processed. Please print this receipt for your records.

Demo DB HC10G14

Receipt Number : 996
Customer : SALMON, JULIE
Guarantor Number : 22338
Current Date: : 11/19/2013

Description	Amount
Medical Bill Payment 22338-0001-007:05/11/2009	\$278.00
Total	\$278.00

Payments Received	Amount
CREDIT CARD MasterCard 5454 Authorization # 348903	\$278.00
Total	\$278.00

Thank you for your Payment
Note: Your payment status will be updated after your payment is applied to your account.
This payment will appear on your bank statement as: '[Hospital DBA Name]'
Your receipt has been emailed to mimi@me.com.

[Email Another Receipt](#) [View Printable Receipt](#)

Payment History Screen- Enhancements

- The payment history screen has been simplified.

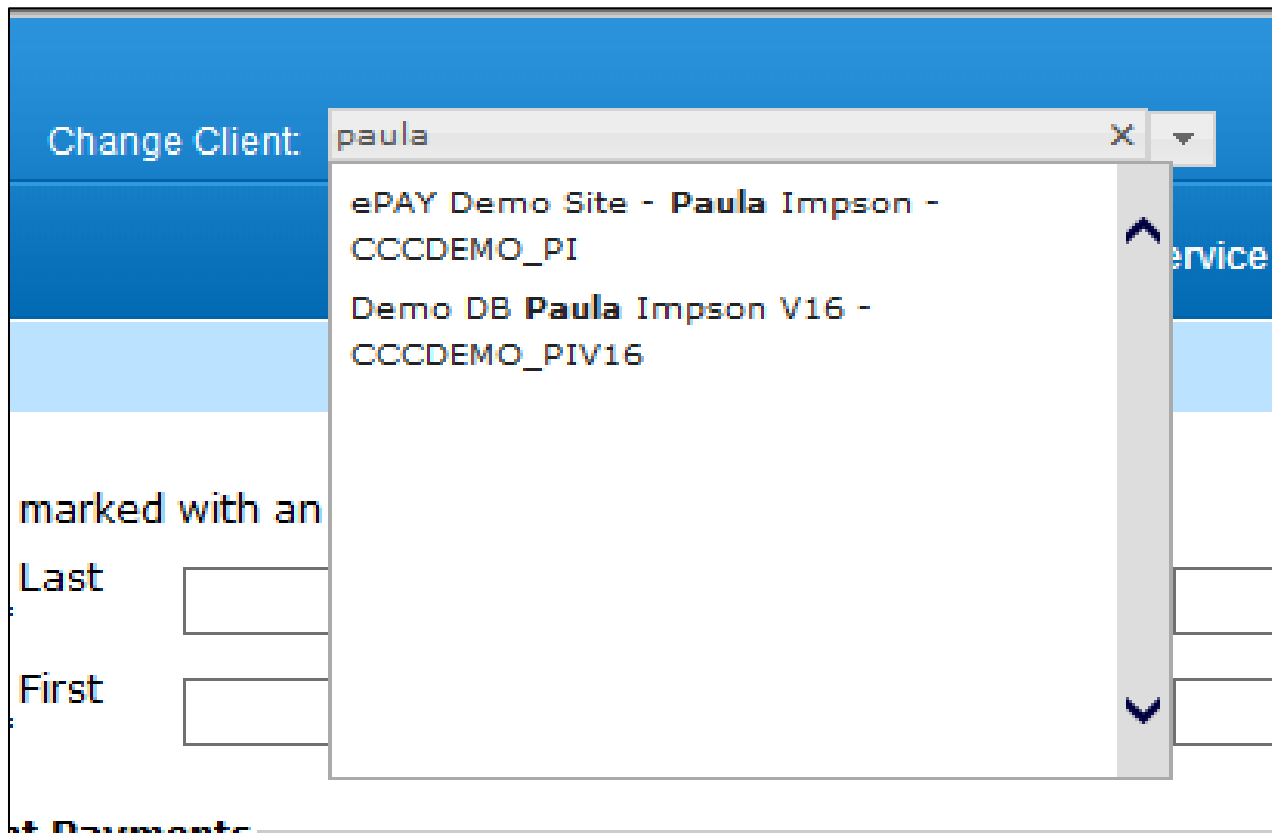
Printable View of Payment History

Payment History

Receipt Number	Date	Patient	Payments	
969	11/11/2013	Dylan Redbone	\$30.00	View
959	11/07/2013	Rani Sudhir	\$1.00	View
952	10/28/2013	Liz Dennell	\$33.00	View
951	10/28/2013	Charles Leeburg	\$25.00	View
928	10/18/2013	George King	\$30.00	View

For Customers Who Access Multiple Facilities- Simplified Client Change

- To make searching for a particular facility faster and easier, you may now type any part of the name of the facility in the search field located at the top of the list of your facilities.
- After typing a few letters, ePAY will narrow your search to the facilities matching those letters.





ePAY Daily Reports- Enhanced Security

- We have introduced a new enhancement that will deliver enhanced security for both your staff and your patients. We are now sending an email with a link instead of the daily email with ePAY reports attached. This link will direct you to first login to your ePAY system, then it will take you to the Reports page, specifically to a new section called, “My Reports” which will house the reports that you were previously receiving via email. By doing this, we eliminate the possible security risk by transmitting these documents via the internet.
- Below is an example of the email you will receive with the link to your reports:

Please use the link below to access the reports scheduled from ABC Facility Payment Solution

<https://secure.epayhealthcare.com/abc?myreports=EF4967C4E688AEBF6D82C978D079E40C>

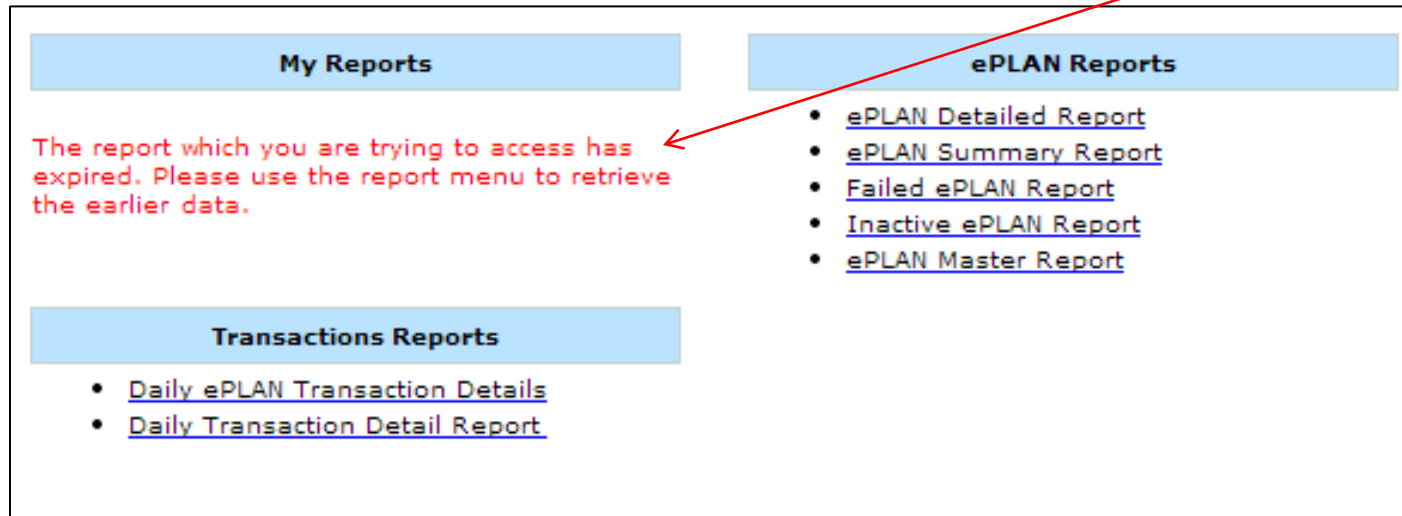
- Clicking on the link will direct the user first to the ePAY login page. After authenticating your Operator ID and password, you will be automatically directed to the Reports menu page. On that page, a new section called “My Reports” will appear. Any reports that were previously scheduled and emailed for that Operator ID (user) will appear as links in this section:

My Reports	ePLAN Reports
<ul style="list-style-type: none">• Daily Dishonored Paid Items Report - 11/18/2013• Daily Transaction Detail Report - 11/18/2013• Failed ePLAN Report - 11/18/2013	<ul style="list-style-type: none">• ePLAN Detailed Report• ePLAN Summary Report• Failed ePLAN Report• Inactive ePLAN Report• ePLAN Master Report

- Clicking on the name of the report in the “My Reports” section will bring up the PDF of that previously emailed report. The links displayed in the “My Reports” section are valid for 24 hours only (by which time they will have been replaced by the next day’s scheduled reports).

ePAY Daily Reports- Enhanced Security (continued)

- Once a link has expired, clicking on the link from the prior day's email will result in the following message displayed in the My Reports section, stating that the link has expired:



The screenshot displays a web interface with three main sections: 'My Reports', 'ePLAN Reports', and 'Transactions Reports'. The 'My Reports' section contains a red message: 'The report which you are trying to access has expired. Please use the report menu to retrieve the earlier data.' A red arrow points from the text 'following message' in the preceding list item to this message. The 'ePLAN Reports' section lists five report types: 'ePLAN Detailed Report', 'ePLAN Summary Report', 'Failed ePLAN Report', 'Inactive ePLAN Report', and 'ePLAN Master Report'. The 'Transactions Reports' section lists two report types: 'Daily ePLAN Transaction Details' and 'Daily Transaction Detail Report'.

- If data from a date range prior to that day is desired, the appropriate report can be selected from other sections of the Reports menu at that time.
 - To access an older report, simply click on the REPORTS tab at the top of the ePAY homepage, select the report you desire, enter the date range of your choice, and click REFRESH to load the data.

As always if you have any questions, please contact us: Support@epayhealthcare.com or 888-640-7815.