What is the Payment Receipt Journal?

The Payment Receipt Journal (PRJ) is a web-based, front office solution that automates daily collection activity at the registration desk and in customer service call centers. Highly configurable, PRJ provides the means to enforce business rules for payment collection, audits, payment histories, and patient classifications. PRJ allows users to collect more patient due balances by importing patient due balances from external systems. PRJ is a flexible platform that lets the users decide what type of collection activity is best suited for each collection point system-wide, including IVRs and payment portals. PRJ alleviates the need for 3rd party equipment by processing payments directly from within the system.

How does the Payment Receipt Journal know what the patient owes?

The Payment Receipt Journal imports outstanding patient-due balances from external systems, adds any co-pay or visit balance, and uses business rules to calculate the amount to collect from each patient.

Is registration the appropriate time to collect on past accounts?

Registration presents an active opportunity to collect, where the patient wants services. This has been very successful in capturing small balances that would otherwise be written off. Presenting this to the patient shows that you are aware of the current patient-due balances and help entice payment.

What happens with legal balances?

Legal balances can be filtered to not be included in the amount to collect. This filter can be customized for different parts of the organization. The legal call center may have only legal balances in the amount to collect while other collection points do not see legal balances.

Does the Payment Receipt Journal support customer service call centers?

The Payment Receipt Journal has special journal types to support call centers, cashiering, registration, and more. Each collection point will see only the specified journal type. The customer service call center journal has its own business rules, such as only electronic payments – credit cards and direct debit – are accepted and customer service center journals can link with IVR systems for enhanced productivity.

What about new visit balances?

New visit balances for insured and uninsured patients are automatically added to registration journals, if the patient comes through the ADT flow. Insured patient co-pays are added through the insurance card, while uninsured visit balances are found through the patient payment matrix that is set up for each clinic.

How does the patient get on my Journal?

For registration, the patient is automatically added to the system via the HL7 ADT message. Patients can also be manually added to a journal using the patient finder.

What payment types are supported?

Payments currently configured include cash, check, credit card, money order, traveler's check, endorsed check, direct debit, and third-party credit lines.

Does the Payment Receipt Journal approve payments in real-time?

Through the web-based electronic payment (EPay) module, the Payment Receipt Journal can approve credit card and direct debit payments in real-time.

How does the Payment Receipt Journal support HIPAA requirements?

The Payment Receipt Journal generates an audit record for each user that views detail information on a journal. Drill-through reports based on either user or MRN can be used to see who accessed any patient through the PRJ.

Does the Payment Receipt Journal comply with Payment Card Industry standards?

PCI standards currently call for 128 bit encryption of credit card data at rest. The Payment Receipt Journal uses a dual key 256 bit encryption algorithm to store secure information related to credit card and direct debit payments. Plus, only the electronic payment web service can decrypt payment information.

What other tools are available with the Payment Receipt Journal?

There are many additional features within the Payment Receipt Journal like chain of custody tracking for deposit bags and change funds; supervisor controls for assignment of collectors and resources; alerts for out of balance journals, payment reversals, and missing bags; live auditing of collector activity; integration with the Revenue Control System and other posting systems; and many pre-defined reports.

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