

## 835 Preprocessor

### What It Is

A Provider will send to the insurer a claim for services provided and for what they would like the insurer to pay them. The insurer sends the provider a payment with an Explanation of Benefits (EOB) outlining what that payment covers. The EOB is then utilized by the provider for payment posting, in order to reconcile the payments versus what was billed out on the claims. In a paper world, transaction data is manually keyed into the patient accounting system from the EOB document. As part of the HIPAA legislation, electronic data interchange (EDI)\* files formatted in the ANSI X.12 835 format are now utilized to transmit EOB data from insurer to provider. That data is loaded in to the provider's patient accounting system, alleviating a considerable amount of the payment posting load.

What the 835 Preprocessor does is to not only convert the electronically received EOB statements into a form that can be viewed on a computer screen but it provides a way to search and find individual patient transactions by simply typing in a few identifying values, i.e. Patient ID and Date of Service. Since the system will have parsed and stored the EOBs as individual patient transaction documents, users will be able to search for and view the correct, individual patient transaction instantly, without the presence of other patient data. Parsing the EOB data allows those individual patient transaction documents to be automatically matched to primary and/or secondary claims as well. This can be extremely useful for secondary billing purposes.

### How It Works

The 835 Preprocessor will convert the EDI into individual XML records. Each XML record will represent a single patient transaction from the EDI file. The individual XML files can have a custom style sheet applied to them. The final result is customized, viewable EOB forms that are fully indexed and ready to be retrieved on an individual patient basis.

### Who Will Benefit

Providers and Insurers will both benefit from this technology. Since each EOB 835 file is automatically indexed into multiple patient transaction documents, there will be a huge savings in the manual work needed for indexing documents. Documents are indexed on an individual basis and indexing is done automatically with no human intervention. An import of the EOB 835 files can be scheduled to occur automatically every night.

Providers will benefit because they will be able to reconcile individual records in the EOB much faster with quick viewing capabilities when questions arise. An end user tells OnBase what EOB to display by keying in the patient's ID and date of service for example and the EOB will appear. This same functionality is hugely beneficial to those in customer service responding to patient questions regarding EOB's they have received from the insurer.

Insurers are also able to benefit from this technology. They will benefit because of the ability to instantaneously view the exact EOB in question after typing in a few 'keywords' to search on. They no longer have to generate a reprint or manually search through a paper copy of a scanned image of the EOB.

\*EDI streams are pre-qualified to insure standard compliance.

### Technical Features

- Uses the OnBase DIP processor
- Creates a set of XML files, one for each document to be imported into the system
- Each EOB for an individual is stored as a separate record
- The parser formats the

### Business Benefits

- Handle all EOB in electronic form
- HIPAA compliant
- NO indexing
- Indexing EVERY EOB
- Auto match to primary and secondary claims.
- The ability to render custom EOB

### System Requirements

- DIP
- OnBase thick client 354 or later

**HYLAND**  
**SOFTWARE**

28500 Clemens Road • Westlake, Ohio 44145 • p.440.788.5000 • f.440.788.5100 • www.onbase.com