PAYMENT POSTING

DAY 1 WORK HOURS

9am – 5pm
EOB's arrive to the office by mail

FILE SERVER

DAY 1 NIGHT HOURS

3

BOOMERANG BILLING TEAM

7pm
Payment batch is downloaded by the Boomerang Team – Ready for Data Entry

1
EOB's are collected and sent to Admin staff

5

6am
Payment Batches are logged on a spreadsheet. Issues, if any, are logged and then resolved here.

5:30pm – 6pm

2
Admin staff scans Payment Batch at the end of the day to a secure file server

APPLICATION SERVER

4

All EOB's for a single day constitute a payment batch

7pm – 6am

1. All Payment Batches are posted
2. Patient balance due amounts are set as 'alerts' on the system – this serves as a collection tool for the front office
3. Primary EOB's are saved and claims readied for billing – for patients with multiple insurance plans
4. Denied claims are escalated to the US Collections Team with reasons well documented in the system
5. All refunds, non-contractual adjustments, bad debts, to-collection adjustments are handled by the Boomerang Team

DAY 2 MORNING

US COLLECTION TEAM

6

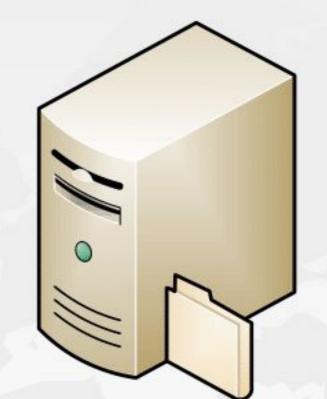**8am – 10am**
US Collection Team focuses energy on the 'top-of-the-pyramid' claims which require escalation/follow-up

3

3

PAYER WEBSITE

EOB's, where available, are downloaded by the Boomerang Team from individual Payer websites and posted to the system

This greatly enhances turn-around times and a large percentage of 'clean' claims are paid and closed in the system within 15 days of the date of service

CLEARINGHOUSE

If ERA is possible, then ANSI 835 and DAT files come through the clearinghouse and are posted by the Boomerang Team

BOOMERANG
G L O B A L