

LifeWise Provider News Flash

Dec. 19, 2013

Online Explanation of Payment (EOP) Now Available

LifeWise now offers the option to view, print, and download detailed Explanation of Payment (EOP) documents from our secure provider website. Electronic EOPs give you a time-saving alternative to manual paper processes, help expedite EOP processing, and can save on administrative costs.

Using the updated Claims and Payment Search tool, you can easily search for claims or payments, and then print and/or download PDF copies of the associated EOP statement files.

Electronic EOP Information Is the Same as Paper Version

The electronic EOP contains the same information as your paper EOP. It includes the Provider Summary and the Payment Detail, as well as the Statement of Overpayment Recovery Activity (SORA), if one was included.

How to Search for Payments

From the search page, first select the “Payments (Explanation of Payment) statements” button, and then choose the search criteria, such as: date range, payee provider, payment reference ID, or the total payable amount. The resulting table [see **Figure 1**] includes:

- Payment Reference ID
- Date of Payment
- Total Payable Amount
- Payee Provider Name
- EOP Document

The EOP Document column includes links for either requesting or viewing the electronic EOP.

Select Payment				
Click column header to sort.				
Prev 1 2 Next				
Payment Reference ID	Date of Payment	Total Payable Amount	Payee Provider Name	EOP Document
201305300530	05/30/2013	\$666.94	EXAMPLE MEDICAL CENTER	Request EOP
201305290529	05/29/2013	\$4,406.25	EXAMPLE MEDICAL CENTER	View 
201305290529	05/29/2013	\$237.52	EXAMPLE MEDICAL CENTER	Request EOP
201305170517	05/17/2013	\$0.00	EXAMPLE MEDICAL CENTER	View 

Figure 1: Example list of payments for May 2013, with links for requesting or viewing the associated EOP.

How to Search for Claims

You can also search for claim information by member, provider, facility, claim number, or date ranges. If the claim has been finalized, payment status will appear below the claim's line item details, with the "EOP Document" column for requesting or viewing the associated EOP.

Library of "My EOP Documents"

EOP statement files must be created before they are available to view or download; selecting "Request EOP" starts the processing of the electronic EOP. Once requested, EOPs for your organization are added to a library [see **Figure 2**]. The library can be found by selecting the "My EOP Documents" link on the right side of the Claims and Payments Search page. Because processing times vary, the status will show as "Processing" until it's completed. While it's processing, you can leave the library and return later to view your documents.

My EOP (Explanation of Payment) Documents						
Provider Example - EXAMPLE AREA MEDICAL CENTER						
Today's date: 08/07/2013 Last login: 08/07/2013						
EOP statement files must be processed before they are available to view or download. Processed documents are available for 30 days. Afterwards they must be requested again.						 Print this page
All Requested EOPs						
Payment Reference ID	Date of Payment	Total Payable Amount	Payee Provider Name	Status	Requested By	Requested
205305311260000	08/07/2013	\$157.71	EXAMPLE MEDICAL CENTER 1	View 	provider001	05/28/2013 08:57 AM
202410241260003	08/07/2013	\$1,019.64	EXAMPLE MEDICAL CENTER 2	Processing	provider001	05/16/2013 09:28 AM
202410241280000	08/09/2013	\$1,704.40	EXAMPLE MEDICAL CENTER 1	View 	provider001	05/22/2013 05:29 PM
200811081260000	08/09/2013	\$0.00	EXAMPLE MEDICAL CENTER 2	Processing	provider008	05/16/2013 09:45 AM

Figure 2: Example library of EOP documents.

Once downloaded, the electronic EOP documents are available for up to 30 days. After 30 days, they must be downloaded again.

As a PDF file, the electronic EOP is searchable from within most web browsers by either typing CTRL + F, or by selecting the Edit menu, then Find.

Our enhanced online tools help providers operate their practices more efficiently and help LifeWise reduce administrative costs and gain efficiencies. By offering online EOPs to all of our providers, we are taking another step on our continued path to healthcare sustainability—finding savings where possible to keep healthcare costs down for our members.

For more information

If you have questions regarding the online EOP, please call Physician and Provider Relations at 877-342-5258, option 4.