Automated Payment Posting



A leading healthcare IT solutions company that manages all aspects of its customers' revenue cycle, including payment processing, EOB conversion, reconciliation, medical lockbox, and correspondence.

Challenge

Manual payment posting involves thousands of batches per day, making it one of the most complicated and error-prone processes in the revenue cycle. The company needed a way to streamline and improve the entire process while using fewer resources.

- Scanned EOB documents increased data extraction complexity and lengthened turn-around times.
- Increased complexity required more resources to manage.
- Audit processes were time consuming.
- Identifying out-of-balance issues was time-consuming.
- Month-end volume spikes increased backlogs and bottlenecks in processing.

Solution

The company partnered with Omega Healthcare to automate the entire manual payment posting process.

- Scanned paper EOBs were digitized using ML/AI-based OCR engine.
- Business rules were applied on digitized data to convert it into a payment transaction.
- Matched with 837 data and applied corrections when relevant.
- Provided comprehensive review, audit, and reconciliation of workflows.
- Validated and created 835 output and submitted to the billing system.

Outcomes

With Omega Healthcare, the client benefited from faster payment posting, increased accuracy, and improved compliance, giving them the ability to serve its provider customers more effectively.

95% Accuracy	**25%** Faster turnaround times
50% Payers covered	**100%** HIPAA compliance

CollectIQ®
Business Office Solutions

Reduce denials and write-offs and maximize collections via advanced algorithms and proactive measures.

- Claims Management & Medical Billing
- Payment Posting & Reconciliation
- A/R Management & Collections
- Denials & Appeals Management
- Underpayments Analysis & Recovery
- Analytics

The Omega Digital Platform®

The Omega Digital Platform (ODP) is designed to help healthcare organizations streamline workflows and improve financial performance.

The ODP leverages advanced technologies such as predictive and generative AI, robotic automation, machine learning, and natural language processing.

Want to learn more?
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ABOUT OMEGA HEALTHCARE
Founded in 2003, Omega Healthcare Management Services® (Omega Healthcare) empowers healthcare to thrive via intelligent solutions that optimize revenue cycle operations, administrative workflows, care coordination, and clinical research on a global scale. The company works with providers, payers, life science companies, medical device manufacturers, health technology firms, researchers, and industry partners to amplify teams with robust technology, specialty expertise, and operational support. Omega Healthcare serves 350+ healthcare organizations with 35,000 skilled workers in the United States, India, Colombia, and the Philippines. For more information, visit www.omegahms.com.



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