

Claims

● High

● Medium

● Low

👤 People

⚙️ Process

💻 Technology

😊 Positive

😐 Neutral

😞 Negative

Change Name	Change Impact Description	Impacted Stakeholder Groups	Degree	Perception	👤	⚙️	💻
Experian Claim Source As New Clearinghouse Product	In current state, groups use Finthrive. In future state, all groups will use one ClaimSource instance.	• Billing	●	😊		✓	
Loading PLBs into Epic Clearing Accounts	In the current state, PLBs needed to be manually entered into the A/R system and required rebuilding old accounts/manually entering charges. In the future, PLBs will be loaded into Epic and routed to clearing accounts that can be used to match corresponding PLB codes or be used as a worklist to review and transfer adjustments.	• Billing	●	😐		✓	
Pharmacy Remittance Posting + Cash Management	Currently, remittance is received directly from payers, and reconciliation and posting happens manually. In future state, Elevance will compile remittance and send 835s to Epic. Cash Management will receive deposit files from the JPM lockbox, which will automatically match checks in the bank to checks on the EOB.	• Billing	●	😊		✓	
Bank conversion	Today, Physician enterprise, ULPS, and Alliance have accounts with U.S. Bank, First Horizon, Truist, and Bank of Jackson. In future state, All MLH AR payments directed to single banking partner.	• ULPS • MLH Revenue Cycle Leadership	●	😊		✓	