



Quick Post Advisor™

Frequently Asked Questions

Quick Post Advisor™ brings efficiency to payment processing. A single enrollment enables you to receive ACH payments from many payers, versus signing up individually with each one. Incoming 835s are normalized into a single, CAQH CORE Phase III compliant standardized format, so your billing system can ingest quality 835s. Ultimately, Quick Post Advisor enables you to process fewer paper—and more electronic—payments and remittances to reap time-and-cost savings.

Quick Post Advisor:

- Enables you to enroll in electronic transactions in bulk fashion
- Helps reduce paper transactions, manual workflows, and processing costs
- Facilitates faster payments and in turn, enhanced cash flow
- Enables you to locate and research transactions via an online portal and archive

Q: Will the Quick Post Advisor enrollment impact any existing ACH and ERA enrollments?

A: Our solution will not impact any existing enrollments that currently deliver ERA-ACH. Quick Post Advisor only impacts Change Healthcare remittances and payments that are currently being delivered as paper Explanation of Payments and paper checks.

Q: How will Quick Post Advisor benefit my practice?

A: Quick Post Advisor helps streamline processes and lower overhead expenses by eliminating manual administrative work. A single enrollment enables you to receive ACH payments from multiple payers, and our solution integrates payment delivery: you receive electronic payments and a single, standardized 835 so that remittances are easier to manage and post.

Q: How many payers are included in the Quick Post Advisor network?

A: We currently have more than 180 payers in our network and are continuously adding more.

Q: How can I enroll in Quick Post Advisor?

A: Enrollment is quick and easy. Simply complete our online enrollment application. And remember, you only need to enroll once to receive ACH payments from all the payers in our network. [Enroll Now.](#)

Q: What are the costs for your service?

A: You can view the current Quick Post Advisor enrollment costs [here](#).

Q: How will the quality of the Quick Post Advisor 835s affect my revenue cycle?

A: Quick Post Advisor normalizes 835s from multiple payers into a single, CAQH CORE Phase III compliant standardized 835 format so that remittances can automatically post into your revenue cycle billing system. To extract the correct 835 data from the payer's central administrative system, Quick Post Advisor integrates feeds with our payer adjudication partners. This integration provides detailed insight, improves quality, and can help speed up your claim reconciliation process.

Q: Will Quick Post Advisor aid my receivables-to-remittance reconciliation workflows?

A: Quick Post Advisor adheres to the Phase III CAQH CORE ACH & ERA Operating Rules, helping ensure that remittances and payments are returned within the approved correlating time frames. It also provides ease of use within reconciliation workflows by helping to ensure all remittances contain valid re-association keys correctly linked to the ACH trace numbers.

**Q: Does Quick Post Advisor provide opportunities to reduce my current A/R Days outstanding?**

A: Since Quick Post Advisor enables you to receive payments and remittances electronically (faster than paper payments), there is opportunity for A/R reduction and expedited cash flow.

By providing detailed and quality adjustment presentation in the core offering, Quick Post Advisor provides the benefit of proper adjustment posting, expedited secondary billing, and reduces the risk of errors resulting from manual EOP posting workflows. And because Quick Post Advisor delivers payment and remittance data quickly, you'll now have the opportunity to begin secondary billings for patients sooner.

Q: As new payers join the Quick Post Advisor payment network, will Change Healthcare automatically register my organization with them so I can start to receive electronic payments and remittance?

A: Yes, as new payers are added to the network, Quick Post Advisor will cross reference the payers with your account and automatically register your organization.

Q: Does Quick Post Advisor provide an online tool for research and data retention?

A: Quick Post Advisor offers a best-in-class online research and data archival portal.

Q: How do I get started with Quick Post Advisor?

A: You'll need to provide the following information to enroll in the Quick Post Advisor program:

1. Your 9-digit Federal Tax Identification Number (TIN).
2. Your practice's corporate name, address, and contact information.

Please note, we do require Quick Post Advisor customers to have previously enrolled in our ACH program. If you have not enrolled in our ACH program, please email us at QPA@changehealthcare.com to request an enrollment form.

Q: How long does it take to set up?

A: The time between enrollment and account activation depends on your account selections. Typically, set-up takes five business days.

Q: Is the implementation process easy?

A: Yes. After you have completed the online enrollment, ECHO Health will verify the banking information is set up correctly by depositing a small dollar transaction in your account. Once you verify the dollar amount, your account is active. That's it. From that point on, you are set up and ready to start receiving e-payment from many payers.

Q: Who is ECHO Health and what role do they play in the Quick Post Advisor process?

A: ECHO Health is a strategic partner of Change Healthcare, helping us provide a broad and configurable array of payment options on a single platform. They help us verify that your banking information is properly configured so that you can receive e-payments.

About Change Healthcare

Change Healthcare is inspiring a better healthcare system. Working alongside our customers and partners, we leverage our software and analytics, network solutions and technology-enabled services to help them improve efficiency, reduce costs, increase cash flow, and more effectively manage complex workflows. Together, we are accelerating the journey toward improved lives and healthier communities.