



EMA Claims Portal

Overview information

Features, functions, and benefits

Ed Mehlman and Associates (EMA) offers a comprehensive claims management system titled the EMA Claims Portal. Its ease of use and inter-active nature provides clients with enhanced efficiency throughout the EMA recovery audit process. The Claims Portal is part of EMA’s comprehensive line of recovery audit and post audit services which are delivered by experienced auditors, software, and technical experts. The Claims Portal is specifically designed to:

- Eliminate printing, handling, and storage of hardcopy claim documents.
- Improve client, vendor, and auditor communication and correspondence efforts.
- Provide historical reports and analysis of claims throughout their lifecycle.

Definition: The Claims Portal is a secure web-based application written in ASP.net and hosted on secure servers based at the EMA headquarters in Dallas, Texas. The Claims Portal stores all claims and potential recoveries in a paperless environment that can be instantly accessed by EMA clients and their respective vendors. Clients have full access to all claims, detail, supporting documentation, and correspondence.

Benefits: EMA Claims Portal streamlines the creation, storage, and routing of claim information improving vendor/client/auditor communications accuracy and process efficiency.

Application overview: The Claims Portal provides a secure, efficient, and accurate method of claim information through its document capture, review, and approval process. Claims are input and supporting data is digitized and uploaded into the system by EMA auditors (PDF, JXL, JXC). Once loaded into the system auditors have the ability to make adjustments, enter updates, notes and correspondence and clients have visibility to all activity.

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Clients have the ability to approve, deny, hold or reverse claims along with correspondence and notes. Clients may print all claim forms and email claims or supporting documentation as necessary to support basic communication and correspondence.

Features:

- Web access to claim history - notes, vendor correspondence summaries, and auditor comments.
- Web access for claim review, approval and recovery status.
- Vendor access to all claims, deductions, and supporting documents.
- Customized reports based upon client specific requirements.
- Access to graphs and reports of claims totaled by audit and claim type.

Claim Status:

- Created
- Submitted
- Voided

The Claim Decision options:

- Denied
- Approved – Collected
- Approved – Collection Letter
- Approved – Deducted
- Approved – Debit Balance
- Approved – Trial Balance
- Approved – 30-Day Letter
- Approved – Discontinued vendor
- Reversed – Settlement
- Reversed – Accommodation
- Pending – Buyer
- Pending – Rework