

TrackMy partners with our clients to manage the entire billing and claims lifecycle — from data submission through payment reconciliation. We handle the complexity so your team can focus on what matters most: delivering care to your community.

Billing Process

- 1 Data Submission** — TrackMy collects completed visit and claims data, processing it through our billing platform at the end of each business day.
- 2 Data Scrubbing** — TrackMy performs a thorough data quality review. Any errors automatically generate a report within the billing platform flagged for resolution.
- 3 Error Resolution** — TrackMy surfaces action items directly to your team. Our staff coordinates all corrections and handles resubmission internally.
- 4 Claims Submission** — Once approved, TrackMy pushes clean claims data to the billing platform, which forwards them directly to payors for adjudication.
- 5 Denial Management** — TrackMy reviews denied claims, corrects the information, and resubmits through the billing platform on your behalf.

What's Included

- Credentialing Support
- Data Scrubbing & Validation
- Real-Time Error Reporting
- Denial Management
- EFT & Paper Check Reconciliation
- EOB Verification
- Payor Claim Submission
- End-of-Day Batch Processing
- Client Action Item Tracking
- Fully Managed Billing Services

End-to-End Workflow at a Glance

- | STEP 1 | STEP 2 | STEP 3 | STEP 4 | STEP 5 |
|---|--|---|---|--|
| Visit data collected & processed end-of-day | TrackMy scrubs data; errors flagged to your team | Clean claims submitted to billing platform & payors | Payors adjudicate; EOBs verified by TrackMy | Payments deposited to Client; denials appealed |

EOD

Daily end-of-day claim batch processing

1 Team

Single point of contact for your full billing cycle

EFT & Check

Flexible payment receipt directly to Client accounts

Full Cycle

Submission through reconciliation — fully managed by TrackMy

* Credentialing must be completed prior to initiating the billing process. TrackMy will coordinate all credentialing requirements with your team prior to go-live.

Claims & Payment Processing

- 1 Claims to Payors** — Approved claims data is transmitted to insurance payors through the billing platform for adjudication.
- 2 EOB Verification** — Explanation of Benefits (EOBs) are shared by you with TrackMy for thorough verification and reconciliation.
- 3 Electronic Payments** — Approved payments are sent via direct deposit (EFT) directly into your designated bank account.
- 4 Paper Check Processing** — Paper checks are deposited into your designated bank account and reconciled accordingly.
- 5 Denial Follow-Up** — TrackMy is notified of any denied payments and immediately initiates the appropriate appeal or correction workflow.

How TrackMy Works With You

- TrackMy Handles Everything** — Data collection, billing submission, scrubbing, error resolution, denial management, and EOB verification. You have a single point of contact for the full billing lifecycle.
- Your Role (Client)** — Resolve any action items we surface to your team, share EOBs with TrackMy, and receive payments directly into your designated bank account.
- Credentialing First** — Prior to go-live, TrackMy coordinates all credentialing requirements with your team to ensure a smooth, compliant billing launch with no surprises.

Interested in learning more?

Reach out to your TrackMy representative to discuss implementation timelines, credentialing, and client-specific billing workflows.

[Request a Consultation →](#)