



ELM Solutions

Passport[®] Invoice Appeals Module

Corporate legal and insurance claims departments process thousands of legal invoices per year, and those invoices are subject to review and adjustments to ensure billing guideline compliance. When firms have to resubmit invoices to reconcile their books because of line-item adjustments, clients must spend more valuable time comparing old invoices with each resubmitted invoice. Worse yet, many times those invoices just get approved without review the second time around, and clients pay charges that were originally adjusted or rejected.

The Passport[®] Invoice Appeals Module allows legal and claims professionals to initiate an invoice review with their vendors that eliminates resubmitting invoices for rejected or adjusted charges. The client is able to partially pay the invoice's approved line items and then kick off the appeals process with the firm for the line items in question. The client makes changes to line items that need adjustment, includes an explanation of those adjustments, and sends the invoice back to the firm or vendor for review. Once the vendor receives the appealed invoice, they can make further adjustments and add their justification for those changes. The invoice appeals process enables clear communication between client and legal service provider, saving the client organization time and money and speeding up invoice payment for the firm.



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Passport® Invoice Appeals Module

This module benefits:

Corporate Legal Departments and Claims Departments:

- Efficiently handle large volumes of invoice appeals
- Spend less time reviewing re-submitted invoices
- Save money by avoiding automatic approval of resubmitted invoices due to lack of time, desire, or resources to re-review
- Empower third-party/legal bill review units to proactively resolve billing issues
- Improve communication with outside counsel and other legal service providers

Key features and benefits of the Passport Invoice Appeals Module include:

- The client initiates and ends the appeals process – puts the client in control of all invoice appeals, allowing them to put an end date on the process and move the invoice to accounts payable
- Partial pay functionality – clients can pay the portions of invoices that pass approval while simultaneously initiating an appeal of non-approved line items, speeding up the payment process
- Invoice appeals data tracked, including details on submission, approval, requestors, authorization amounts, and invoice status – offers a centralized and consolidated view of all invoice adjustments, commentary, and status for a complete snapshot at a glance
- Client has ability to bulk adjust, approve, or reject multiple items on an invoice at the fee or line item expense level – offers efficient reviewing and detailed visibility of adjusted or disputed charges
- Appeal process is repeatable – clients and legal service providers are able to pass invoice adjustments back and forth any number of times in order to reach agreement

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