

EMDEON REVENUE CYCLE PRODUCT OVERVIEW



Simplifying the Business of Healthcare





DISCOVER THE POWER

If You're A Busy Healthcare Professional Hoping To Save Money And Time

- How can you connect with payers, pharmacies and laboratories so patient information is more easily shared?
- Costs inevitably increase. What if you could tap into administrative solutions and receive personal attention, customized to your needs and budget?
- How much could you benefit from end-to-end technology that actually meets your needs?
- You're busy, time is precious and it's difficult to stay on the cutting edge. What if a single relationship could help you run your healthcare business more effectively?
- Are your denials becoming backlogged and difficult to manage?
- Is your self-pay on the rise?
- How much could you benefit from the increased accuracy, fewer denials and faster payments that result from automating nearly every stage of the revenue cycle?



Accurate, timely patient information

Easy-to-use applications

Most payer connections in the industry

**Call Emdeon today at
877.EMDEON.6
(877.363.3666)**

Patient Access Management

Emdeon’s robust suite of solutions simplifies and organizes your patient’s most critical information.

Powerful Patient Access Management Solutions from Emdeon Business Services help hospitals, providers and healthcare professionals efficiently verify benefit and eligibility information. Both stand-alone or interfaced solutions are available for processing inquiries in real-time or in batched groups.

Connectivity

Inquiries tap the largest group of commercial and government payers in the industry, and collected patient information can easily be coordinated across multiple facilities, saving providers time and money.

PRODUCT	DESCRIPTION	COMMUNICATIONS					SERVICES									
		Dial-up	Internet	Network / VPN	Secure File Transfer Protocol (SFTP)	Secure Shell (SSH)	Eligibility	Claim Status	Referral	Authorization / Precertification	Address Verification	Credit Card Processing	Payment Predictor	Single Inquiry	Batch Inquiry	Enrollment
Emdeon Assistant	HFMA Peer Reviewed product that simplifies patient registration by interfacing with existing HIS systems to automate real-time patient eligibility, benefits and information verification tasks during scheduling, pre-registration and registration.	■	■	■			■	■	■	■	■		■	■	■	
Emdeon Direct	Network solution for real-time patient benefit information.	■	■	■			■	■	■	■	■		■	■	■	
Emdeon Pre-Encounter Analytics	Powerful tool that can help “triage” patients’ financial situations before they arrive by quickly and accurately obtaining next day’s scheduled patients eligibility and benefits information before the start of business.	■	■	■	■	■	■	■	■	■			■	■	■	
Emdeon MAX	Stand-alone Windows®-based software application that provides real-time patient information in single inquiry or batches.	■	■	■			■	■	■	■			■	■	■	
Emdeon POS	Point-of-Service terminals for verifying patient insurance and benefits.	■					■	■	■	■	■		■	■		
Emdeon Office	Internet-based solution that provides multi-transaction capabilities including professional claims processing.		■				■	■	■	■				■	■	
Emdeon Application & Imaging Manager	Software solution that automates and manages the entire financial assistance application process by accelerating error-free applications, tracking productivity and reporting approval information.		■	■	■	■	■									■
Emdeon NetDirect	Provides web-based, real-time insurance eligibility and benefits checks. Instantly connect to the industry’s largest network of payers to check individually or in batch form for faster processing.		■				■	■	■	■	■		■	■	■	

Patient Access Management

Instantly verify personal and financial information for private pay scenarios.

Emdeon Patient Access Management solutions can confirm a patient's ability to compensate you for services rendered. Our products allow you to immediately validate a patient's current address, likelihood to pay and potential eligibility for Medicaid coverage or charity care discounts.

Confirmation

Instant access to this information can greatly aid the process of assessing your patient's ability to pay for any services you perform. By having access to this information, your facility can "triage" patients' financial needs and stave off fees resulting from uncollected debts before they are incurred.



Conveniently validate a patient's current address

Quickly predict a patient's likelihood to pay

Accurately predict charity care eligibility

Financial Counseling Solutions

PRODUCT	DESCRIPTION	PRODUCT AVAILABILITY					
		Emdeon Assistant	Emdeon Direct	Emdeon Batch Verification	Emdeon MAX	Emdeon POS	Emdeon NetDirect
Emdeon Address Verification	Verifies patient address information during the registration or admission process. This helps ensure accurate patient information, prompt payment and minimizes returned mail.	■	■	■	■	■	■
Emdeon Payment Predictor	Empowers your office with the knowledge of the patient's ability or inability to pay prior to services rendered. This will allow an opportunity to develop a payment plan that each party can agree to, as well as ensure proper patient classification.	■	■	■	■	■	■
Emdeon Medicaid Predictor	Delivers efficient identification of possible Medicaid eligibility to save staff time, ease patients' financial burden and reduce write-offs by capturing otherwise lost reimbursement opportunities.	■	■	■	■	■	■
Emdeon Charity Care	Helps determine a patient's charity care or discounts prior to services rendered. By correctly and indiscriminately classifying patients during registration or admissions, you can reduce write-offs, reduce collection expenses and expedite the charity care process.	■			■		■

At Emdeon, we're here to help. To transform the way you run your healthcare business today, call us at [877.EMDEON.6](tel:877.EMDEON.6) (877.363.3666) for a complimentary review.



Simplifies lab orders, results and prescriptions

Enhances patient care and safety

Interfaces easily with existing systems

Clinical Management

Streamline and secure communications between pharmacies and laboratories while improving patient safety and satisfaction.

The Clinician suite strives to deliver the most accurate and safe clinical experience possible by effectively managing laboratory orders and results, hospital reports and prescriptions electronically. The suite is accessible through virtually any web-enabled device and easily interfaces with most practice management systems.

Communication

Fast, accurate and secure medical information is delivered through the extensive Emdeon network which is capable of processing and distributing millions of transactions per day. The resulting information is formatted for easy retrieval. When the Emdeon network and the Clinician suite are paired together, the result is a streamlined flow of information between providers, pharmacies, payers and labs through the power of the web.

**Call Emdeon today at
877.EMDEON.6
(877.363.3666)**

PRODUCT	DESCRIPTION	COMMUNICATIONS			SERVICES				
		Dial-Up	Internet	Network / VPN	Clinical Ordering/ Results Management	Medicare Compliance Checking	ePrescribing	Rx Refill Authorization	DUR
Emdeon Clinician	Strives to deliver the most accurate and safe clinical experience possible by connecting physicians, pharmacies, laboratories, hospitals and payers with the most comprehensive web-based clinical ordering solution available. This flexible, robust and highly secure system promises cost reductions, increased patient satisfaction, improved clinical outcomes and stresses patient safety first.		■		■	■	■	■	■
Emdeon ClinicianRx	Web-based electronic prescribing solution that saves providers time and money while emphasizing prescription accuracy and patient safety first. Using a PDA or secure Internet browser, prescribers have instant access to complete medication histories, drug formularies and drug information at the point-of-care.		■				■	■	■

Third Party Billing & Payment

Faster, more cost-effective claim management that fosters higher first-pass acceptance rates.

Managing billing to third-party payers is a critical function within the healthcare revenue cycle. Emdeon Business Services offers the broadest claim processing and management solutions and the largest number of connections to commercial and government payers in the industry.

Flexibility

Tracking claims through every stage is made easier through powerful, flexible and easy-to-use solutions. Claims can be monitored across all client facilities and helpful aids enhance tracking and ensure accuracy every step of the way.

Claim processing is enhanced with up-to-date payer edits, often making the first submission the only one required. The addition of automated secondary claim processing, Electronic Remittance Advice (ERA), payment posting and denial management solutions rounds out our complete set of claim management solutions.



One source for all billing requirements

Fast, efficient adjudication

Opportunity for increased acceptance rates

PRODUCT	DESCRIPTION	COMMUNICATIONS					SERVICES							
		Dial-up	Internet	Network / VPN	Secure File Transfer Protocol (SFTP)	Secure Shell (SSH)	Institutional Claims & Encounters	Professional Claims & Encounters	Remittance/Posting	Multi-Institutional Support	Edits	Claim Printing	Claim Archive	Reports
Emdeon Claim Master	Web-based claims management solution that is easy-to-use and allows hospitals, health systems and provider practices to manage their entire billing process, across all facilities.		■		■	■	■	■	■	■	■	■	■	■
Emdeon Office	Internet-based solution that provides multi-transaction capabilities including professional claims processing.		■								■	■	■	
Emdeon MediCLAIM	Stand-alone Windows®-based professional claims solution that allows claim submission in multiple formats. An alternative direct method allows submission from any platform. Both methods support Electronic Remittance Advice (ERA) receipt.	■	■		■			■	■		■	■	■	
Emdeon Medicare Secondary Billing	Automates Medicare Part A secondary claims processing. Payment information is extracted from the Electronic Remittance Advice (ERA) and matched against locally stored UB92/UB04/HCFIA 1500 Medicare claims data enabling secondary claims to be billed the same day the ERA is received.	■					■	■		■		■	■	
Emdeon Medicare Secondary Billing - Accelerated	Secondary claims are produced up to 12 days before payment is received on primary claims. Stored UB92/UB04 primary claims are compared with corresponding claims from the Medicare on-line system. Data is automatically updated and the secondary claim is produced.	■					■	■		■		■	■	
Emdeon Payment Manager	Web-based application that automatically interprets ERAs received from government and commercial insurance carriers, thereby eliminating paper EOBs, quickly providing expected payments, enabling secondary billing as well as expediting re-billing for denials.		■		■	■	■	■	■		■		■	
Emdeon Automated Secondary Claim Processing	Automatically generate and print collated secondary claims and the Remittance Advice (RA) if secondary insurance coverage is provided. A copy of the RA from the primary payer is collected and automatically triggers the creation of a secondary claim with the required attachments.		■		■	■	■							
Emdeon 72-Hour RuleCheck	Provides a healthcare facility with a means of checking Medicare claims for 72-hour billing conflicts before submission of claim or after adjudication.	■							■				■	
Emdeon Medi-Cal Follow-up Services	Consultative services for providers processing Medi-Cal institutional claims.		■				■		■	■	■	■	■	



Posting automation that saves time and reduces errors

Fast identification of claim payment discrepancies

Potential identification of uncollected revenue

Excellent return on investment

**Call Emdeon today at
877.EMDEON.6
(877.363.3666)**

Third Party Billing & Payment

Automatically post claim payments to eliminate errors and properly identify insurance eligibility on uncollected accounts to capture otherwise lost revenue.

Automation

Emdeon Payment Posting Solutions automate the arduous task of posting payments from commercial and government payers. Our posting technology works with administrative systems to interpret Electronic Remittance Advice (ERA) and automatically post payments directly to the proper accounts. This saves time and improves data accuracy. When combined with our Emdeon Claim Master suite, payment posting can easily be coordinated across multiple healthcare facilities.

Resolution

Emdeon Post-Encounter Services can resolve uncollected debt, properly classify self-pay accounts and identify additional revenue opportunities. These functions can greatly relieve burdened business offices and substantially impact the bottom line.

PRODUCT	DESCRIPTION	COMMUNICATIONS					SERVICES		
		Dial-up	Internet	Network / VPN	Secure File Transfer Protocol (SFTP)	Secure Shell (SSH)	Self-Pay Analysis	Identify DSH Days	Printing
Emdeon Receivables Analytics	Powerful analytics that can be used to screen self-pay, bad debt and other patient receivables in order to collect more dollars; process batch insurance eligibility and other real-time transactions.	■	■	■	■	■	■		■
Emdeon DSH Reimbursement Analytics	Utilizes state-of-the-art technology to develop accurate calculations of eligible days for DSH reporting needs and provides the critical Medicaid, Medicare and SSI eligibility documentation that is essential for preparing an accurate cost report.	■	■	■	■	■		■	■

PRODUCT	DESCRIPTION	COMMUNICATIONS			SERVICES								
		Dial-up	Internet	Network / VPN	Professional	Institutional	File Delivery	Interactive Post	Lock Box	Custom Rules	Remitted Facsimile Printing	EOMB Printing	Reporting
Emdeon AccuPost	Automates the manual process of payment, contractual and note posting, saving countless hours of staff time while improving accuracy. Customized to client's business rules.	■	■		■	■	■	■	■	■	■	■	■

Patient Billing & Payment

Present your patients with paper and/or electronic billing statements that are clear, concise and accurate.

Emdeon Business Services offers expert solutions for patient receivables management. The patient bill is an important client-facing communication that needs to reflect the accuracy and quality of care that represents you as their provider. Patient statements are produced quickly, in a professional and understandable format, resulting in efficient delivery, cost savings, reduced customer service calls and prompt payment.

Efficiency

Online bill presentation and payment options help speed the entire process. Patient statements can be delivered, viewed and paid conveniently and quickly through the internet. Statement viewing options are invaluable in responding to patient inquiries and can often eliminate a patient's need for inquiry at all. The net result is the efficient management of patient billing and patient receivables as well as improved patient relations.



Integrated, comprehensive patient billing and payment solutions

Encompass the guidelines of HFMA's PATIENT FRIENDLY BILLING®

Online patient billing, payment and account management

Faster payment turnaround

Fewer customer service calls

PRODUCT	DESCRIPTION	COMMUNICATIONS					SERVICES	
		Dial-up	Internet	Network / VPN	Secure File Transfer Protocol (SFTP)	Secure Shell (SSH)	Posting	Printing
Emdeon Patient Connect™ Services								
Emdeon ExpressBill Services™	Electronic methods transfer statement processing and production to expert mail processors. Services include customized statements that ensure clear communication through formats that encompass HFMA's PATIENT FRIENDLY BILLING® guidelines – features designed to prompt return quicker payment faster.	■	■	■	■	■		■
Emdeon Return Mail Manager™	Save time and speed collections by automating the skip tracing process of undeliverable mail eliminating 100% of return mail handling. Instead of receiving returned mail at your facility, each piece is returned directly to Emdeon's processing center for review.	■	■	■	■	■		■
Emdeon Patient Pay Online™	Self-service patient application that provides comprehensive and secure online billing and payment management that will yield faster collection of patient-owed amounts, improved cash flow and reduced billing costs, all with less effort and paperwork. Patient billing will always be current, accurate, and accessible, 24 hours a day, 7 days a week.	■	■	■	■	■		
Emdeon eCashiering™	Simplify the payment process while improving operational efficiencies by providing an enterprise-wide approach to collecting patient payments. Authorized users now have the ability to accept co-payments, deductibles, and pre-payments while simultaneously accepting payments for outstanding patient balances improving point-of-service collection workflow.	■	■	■	■	■	■	
Emdeon Document Archive™	24/7 desktop file retrieval and viewing capabilities allow you to easily view statements and documents online that mirror those sent to your patients. Instantly retrieve patient statements from your online browser to streamline patient response time, reduce file maintenance and reduce record storage.	■	■	■				■
Emdeon Patient Communications™	Enhance patient communication and public relations with a statement insert or special mailing.	■	■	■	■	■		■



Simple solutions to easily manage remittance inventory and workflow

Analysis tools that reveal opportunities for denial prevention

Easy monitoring of deadlines and underpayments

Powerful reporting and improved staff productivity

Solid analysis and easy correction of Medicare Part A claims

Call Emdeon today at **877.EMDEON.6** (877.363.3666)

Denial Management

The solutions you need to understand remittance advice and to manage denied, inaccurate and underpaid claims.

Emdeon Business Services makes understanding Electronic Remittance Advice (ERA) and managing denied claims simpler. Our suite of solutions automates the acceptance of remittance advice and helps organize denials for easier correction, resubmission and prevention. These tools centralize remittance into intuitive and powerful work queues that reveal the trends which lead to repetitive claim denials. To improve workflow, these work queues can be easily grouped for resolution by type or class across multiple payers.

Understanding

By building understanding, providers can begin to take the preventative steps needed to reduce future denials. Providers are able to streamline the denial management process by determining root causes, patterns and process breakdowns responsible for denials and establish corrective steps to prevent future revenue loss or delay.

Easy Management of Medicare Part A Claims

Denied claims are even easier to manage. You can view, prioritize and sort Suspended, Rejected, Returned-to-Provider, Paid and Denied claims by numerous methods including highest dollar amount to identify those that generate the greatest value. These claims can be easily corrected at the point of error through a direct connection to the Medicare Direct Data Entry (DDE) system.

PRODUCT	DESCRIPTION	COMMUNICATIONS					SERVICES				
		Dial-up	Internet	Network / VPN	Secure File Transfer Protocol (SFTP)	Secure Shell (SSH)	Error Identification	Claim Correction	Professional	Institutional	Multi-Institutional Support
Emdeon Denial Manager	Organize and manage remittance inventory; arrange, prioritize and monitor denials and underpayments; report and view net denied amounts. The denial management process is streamlined since providers are able to quickly determine causes and patterns of denials. This allows for immediate action to prevent future revenue loss or delay.		■		■	■	■	■	■	■	■
Emdeon Medicare Manager/DDE Plus	Overall management (viewing, prioritizing, sorting) of Suspended, Rejected, Returned-to-Provider, Paid and Denied Medicare Part A claims. Allows for easy correction of claims within the Medicare DDE system via the Internet.		■		■	■	■	■		■	■

Office Supplies

From custom printing, code books, standard forms, filing systems, to furniture and paper, Emdeon can supply you with the high-quality materials you require.

In addition to our revenue cycle and clinical management solutions, Emdeon provides an extensive selection of supplies and forms routinely used across the healthcare industry. Make your procurement tasks easy by taking advantage of our ability to deliver office supplies, binders, credit card point-of-sale devices or even furniture and filing cabinets to your door. We can also provide templates for letters, watermarked stationery, business cards, promotional items, practice pamphlets on any other form you need.



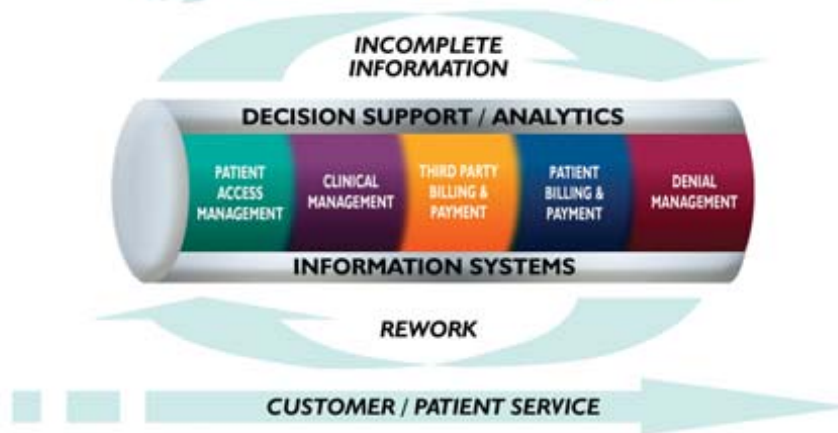
Single source for all your
business office needs

Comfort that comes from doing
business with a trusted and
reliable business partner

PRODUCT	DESCRIPTION
Forms & Envelopes	Clinical Records, Laser Statements, Custom Forms, Prescription Forms, Insurance Claim Forms, Appointment Books, Pegboard Supplies, Transcription Supplies, Envelopes
Stationery & Printing	Custom Printing & Design, Brochures, Postcards, Appointment Cards, Logos
Filing Products	Folders & Dividers, X-Ray Jackets, Preservers & Mailers
Dividers & Indexing	Chart Dividers, Stock Index Dividers, Index Labels, Folder Pockets, Fasteners
Labels	Alphabetic, Numeric, Year, Month, Solid Colors, Communication, Strip Labels
Shelving & Cabinets	File Carts, WallWrite Fold Up Desks, Shelving
Office Supplies	General Office Supplies, Printer & Computer Supplies, Office & Business Papers, Shredders, Janitorial & Break Room Supplies, Exam Room Supplies
Promotional Products	Specialty Logo Items, Patient Giveaways, Pens, Medication Dispensers, Bandage Dispensers, Key Tags, Bags, Magnets, Other Advertising Items
Code Books	ICD-9 & HCPCS, CDT & CPT, Easy Links & E-Books, Physician's Desk Reference, Compliance Manuals, Coding Guides by Specialty, Others
POS / Credit Card Supplies	Paper Refills, Ribbons

At Emdeon, we're here to help. To transform the way you run your healthcare business today, call us at [877.EMDEON.6 \(877.363.3666\)](tel:877.EMDEON.6) for a complimentary review.

Revenue Cycle



Discover The Power Of An Emdeon Partnership

Simplicity. Security. Reliability. Support. Ease.

Emdeon Business Services provides revenue cycle management and clinical communications solutions that enable payers, providers and patients to improve healthcare business processes.

Emdeon is a leading provider of business, technology and information solutions that transform both the financial and clinical aspects of healthcare delivery.

To learn more about our company, our services and our commitment to improving healthcare, visit our website at www.emdeon.com/solutions

