



REVENUE CYCLE MANAGEMENT

THE POWER OF EMDEON BUSINESS SERVICES



Emdeon Business Services is the leading provider of integrated Revenue Cycle Management Solutions and Services that help hospitals and healthcare professionals optimize their cash flow management while reducing administrative costs.

We are committed to empowering healthcare professionals through innovative cash flow solutions and a connection to the most complete industry network of payers, partners and resources. Our unique approach helps you manage the business of healthcare in every way, so you save considerable time and money while you focus on, as it should be, providing the best healthcare possible.

OUR VISION

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

STRATEGIC LOCATIONS



OHIO:
100 North Byrne Road
Toledo, Ohio 43607-2603
800-537-7563

ARIZONA:
15649 Greenway-Hayden Loop
Scottsdale, AZ 85260-1750
800-453-8439

formerly ExpressBill®



PATIENT BILLING & PAYMENT SOLUTIONS

- Emdeon ExpressBill® Services
- Patient-Friendly Billing
- Emdeon Past Due Letters
- Emdeon Patient Communications
- Emdeon Online Billing Solutions
- Emdeon eArchive / CD Archive
- Emdeon Address Correction Services



PEOPLE & RESOURCES

MEETING YOUR COMMUNICATION NEEDS

Meeting our customers' business communication needs demands a commitment of people and resources. Emdeon Business Services supports this commitment with a suite of revenue cycle management services that provide high quality and value – business solutions for today and tomorrow.

SIX SIGMA PROCESS

Just as patients count on you for expert advice, you can count on Emdeon Business Services for high quality products and services. By employing company-wide Six Sigma processes along with in-house expertise, continuous improvements in product and service quality are part of our culture.

Your business demands high quality end-to-end. Six Sigma methodologies enable us to focus on measurable performance and quality which support our goals of providing superior products and services.

Emdeon ExpressBill® Services
Expedite patient payments and cut costs

Emdeon ExpressBill Services provides state-of-the-art statement and invoice processing for fast delivery of accurate patient communications. We tap the power of your billing database to create and deliver personalized patient statements – both paper and online.

- Specialist in statement, invoice and letter design, print and mail
- In-house custom statement/invoice design for high volume accounts
- Operates two high volume processing centers with USPS national account status
- Minimizes turnaround and improves delivery accuracy
- High-speed telecommunication to ensure large volume transition
- HIPAA compliant



Patient-Friendly Billing®*
Reach out to the most valuable asset in the healthcare industry – your patients

Financial communications are usually the first and final contact a patient has with a provider. Letters and statements written in clear, easy-to-understand language with the proper amount of detail, without error or estimates of liabilities, create greater harmony, less conflict, and faster payment between patient and provider.

HOSPITAL BENEFITS:

- Improved patient satisfaction
- Enhanced cash flow
- Reduced calls and complaints

PATIENT BENEFITS:

- Educates and helps your patients better understand how they can meet their financial responsibility
- Communicates financial information that is easy-to-understand
- Clear design statement format for ease of readability



Acknowledgment & Insurance Status Letters

Duplex Letters with Account Summary & Summary of Charges

Easy-to-Understand Patient Statements

*Patient-Friendly Billing is a registered service mark of the Healthcare Financial Management Association (HFMA). Emdeon Business Services proudly serves as a Patient-Friendly Billing sponsor.

Emdeon Past Due Letters
Secure large payment recoveries, cut costs and collect your accounts receivables more quickly

Expedite the collection process and secure larger payment recoveries for less cost with standard or customized letters that prompt quick payments.

- Choice of letter styles on attractive papers, including your statement
- Mailed first-class by next business day
- Accounts receivable management is available by third party collection companies
- HIPAA compliant

The Emdeon Past Due Letters service is flexible and cost-efficient.

Choose from standard stock papers.



Emdeon Patient Communications
Innovate, improve and expand communications with your patients

Enhance current patient relationships and invite new patients with custom inserts, special mailings and other patient communications. We will custom design, print and distribute documents for you, saving you time and money.

- Add versatility to customers' database
- Insert with statements and other documents to save postage
- Build your image in the community
- Choose a variety of applications by...
 - promoting health awareness and services with inserts or newsletters
 - remind patients of their appointments
 - inform patients about HIPAA updates
 - ...AND MORE



Emdeon Online Billing Solutions
Improve patient satisfaction, reduce customer service calls

The Emdeon Online Billing Solutions family of services provides comprehensive and secure online billing and payment management. These solutions 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.

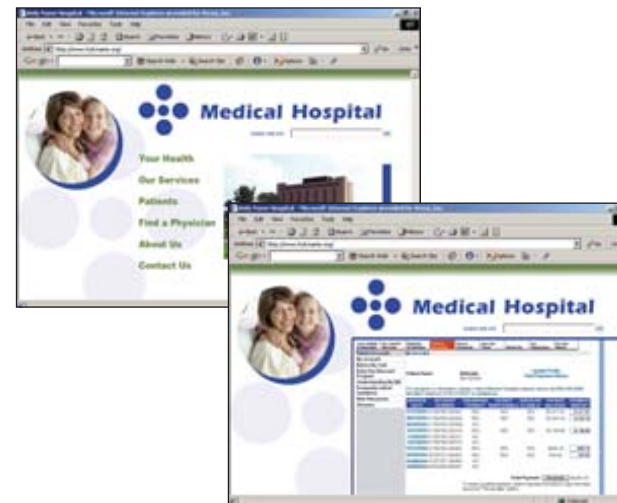
With Emdeon Online Billing Solutions, consumers can view, store, and pay bills using a Web browser. Patients gain direct access to their account information, allowing them to manage account preferences, submit changes to billing data, and email customer service staff with billing inquiries or insurance and address changes. By bringing billing and payment convenience to their customers online, providers are reducing support calls, increasing billing data accuracy, reducing A/R days, and lowering collection costs.

FEATURES:

- Secure Web center
- Presentation of bills and statements online
- Online bill payment
- User-designated payment method
- Direct patient management of account information

BENEFITS:

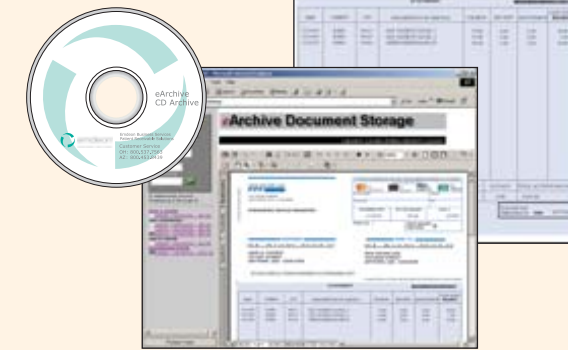
- Gives patients more convenient payment choices
- Accelerates and increases patient collections
- Reduces customer support calls
- Increases billing data accuracy
- Ensures HIPAA compliance



Emdeon eArchive/CD Archive
Encourage fast payments, reduce document storage costs

Emdeon eArchive/CD Archive provides options for viewing and retrieving indexed billing files from the desktop 24/7. It enables you to respond quickly to patient billing queries, encourages faster payments and reduces document storage costs.

- 24/7 online display and retrieval - from your browser, CD or both
- On-demand printing, faxing or emailing documents to patients
- Improves record storage efficiency
- Facilitates sorting past due accounts
- Improves customer service
- HIPAA compliant



Emdeon Address Correction Services
Have your mail delivered correctly the first time

The cost of undeliverable mail is expensive and can be a significant burden for healthcare providers. The rework and postage costs to resend mail can be substantial, adding delays in receipt of revenues, customer service costs and lost patients.

- Reduce delays associated with returned and lost mail
- Reduce write-offs, and increase revenue
- Reduce the high cost of reprocessing mail

Emdeon Business Services implements PAR (Postal Automated Redirection System), to tackle today's returned mail challenges.

MAIL FACTS:

Mobility:

- 17% of Americans will move, resulting in an address change

Three types of moves:

- Business – 6%
- Families – 40%
- Individuals – 54%