



THE BEAT



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Keeping a finger on the pulse of electronic solutions for providers.



Attn: Physician, Office Manager

Can You Save Money While Performing Less Work?

Increasing Your Revenue Is As Simple As Hanging Up The Telephone And Stepping Into The 21st Century



On January 27th, 2006, Americans said goodbye to one of the nation's oldest communication methods – the telegram service. As innovative as the telegram was when first used in 1844, the beginning of its steady decline began only a few years later in 1876 with the invention of the telephone. In spite of the telegram's many technological competitors, Western Express continued to offer the service for 155 years, until finally admitting that while certain systems still work, they are no longer the most efficient or reliable solution available. According to a recent study conducted by Milliman, Inc., a leading international consulting and actuarial firm serving healthcare payers, service providers and consumer organizations, your current office operations requiring paper processes and telephone calls for insurance administration may need to join the telegraph in saying goodbye.

Many physician practices continue to utilize manual methods for task completion that are obsolete and most likely negatively impacting the practice's bottom line. To understand the financial benefits acquired from implementing electronic transaction procedures, Milliman compared the cost of manual transactions with their electronic counterparts in a single physician practice environment. Milliman assumed that all administrative functions were performed by the office staff, relying on electronic procedures for processing transactions instead of using the telephone or standard mail services. Fully automated processes were not used for the study and could yield additional savings than those reported.

Milliman found that implementing electronic processes reduced the cost of each manual transaction from 50% to 90%, depending on the transaction type. The most savings occurred with the elimination of transactions involving telephone time, which resulted in an 80% to 90% cost reduction. Electronic payment posting and claims submission, which are higher volume transactions, resulted in lower per-transaction savings, but accounted for 50% of the overall savings. For the average single physician practice, Milliman estimated the annual cost of manual transactions to exceed \$70,000, while annual electronic transaction costs were less than \$28,000. On average, the resulting savings were over \$42,000 per year with the elimination of many manual processes through the implementation of electronic transaction procedures.

Technological advances continue to shape how all industries are operated and the healthcare segment is no different. As shown by this study, staying in step with electronic healthcare transaction procedures and eliminating out-of-date processes not only results in significant savings for practices, but also allows physicians to improve the way healthcare is provided by allowing staff more time to interact with patients instead of insurance companies and paper suppliers.

Emdeon Business Services has numerous products that can help your practice realize savings. For additional information about our products, please call 877.469.3263, Option 3.



Accelerate Your Billing Process And Receive Payments Faster

Electronic Remittance Advice (ERA) is being added to Emdeon Office

Emdeon Office is currently being enhanced to interpret ERAs allowing your office to expedite the patient billing process – resulting in faster payment of accounts receivables. This new service will be available in the near future to our Emdeon Office customers. To sign-up for this service, please send us an email at ERAsignup@emdeon.com. Please include your office or provider name, tax ID, contact name and phone number.

Follow Your Claims Trail

Stay On The Trail Of Your Revenue Cycle With Emdeon Claim Tracker

End-To-End Claim Tracking That Will Keep Your Cash Flow On The Right Path

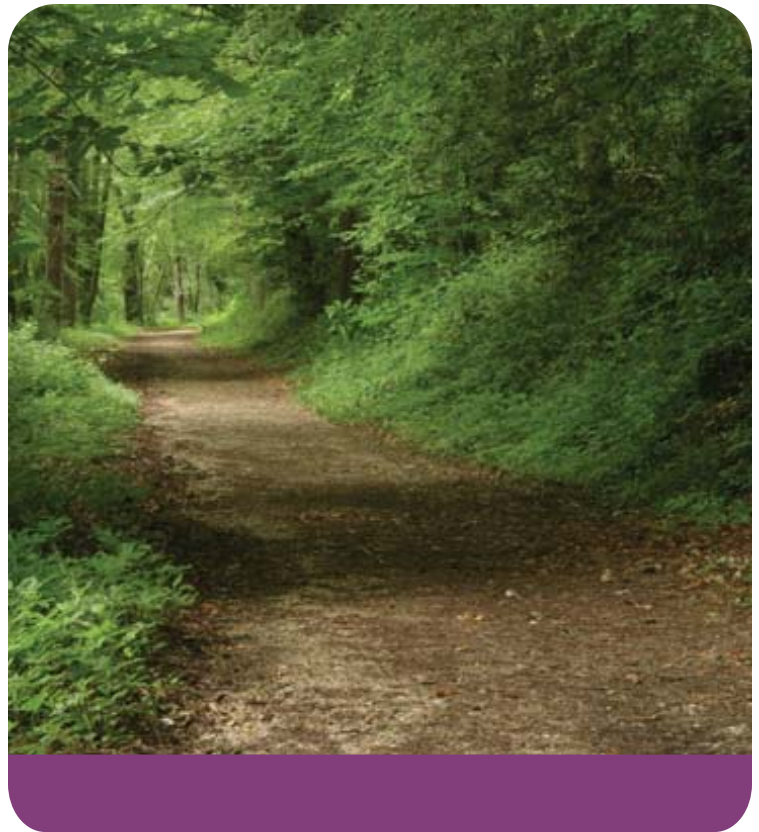
Emdeon Claim Tracker, available to all Emdeon Office customers, offers providers a powerful, simplified claim tracking solution that is easy to use as it is to implement. As a web-based application, not only is Claim Tracker accessible from any Internet-enabled provider computer, but there is no additional hardware to purchase. Through Emdeon Office's Claim Tracker service, providers will always know the status of their claims, from submission to the Emdeon Clearinghouse to payer acceptance.

Provide The Information You Need

One of the most beneficial functions of Claim Tracker is the ability to display vital claim status information in a variety of user-friendly summaries. These summaries allow providers access to any available claims information while eliminating the tedious, time-consuming process of manually reviewing printed claim reports. With Emdeon Claim Tracker's 24/7 availability, providers can acquire specific claims information when they need it. Examples of Claim Tracker summary reports include:

Practice View – Through the Practice View, providers access claim batch-level activity, including file transmission data, Emdeon Clearinghouse acceptance receipts, a listing of all claims received, and the amounts of each claim. Within this view, claims can be sorted by patient's name, received date, claim dollar amount, status, payer name and file ID.

Reject View – All clearinghouse and payer rejection information is accessed through the Reject View. Providers have the ability to indicate if a rejected claim has been reworked, thereby eliminating duplication of work. Through Claim Tracker, providers will receive clear, detailed claim error messages, allowing a faster, more efficient claim resolution.



Search View – If a provider requires information on a specific claim, Claim Tracker provides a search option to quickly retrieve claims matching the designated criteria. Searches can be conducted by the following categories: received date, file ID, patient's last name, subscriber's ID, patient's control number, claim tracking number and date-of-service.

Improve Staff Productivity

With a provider's staff so instrumental in supplying healthcare services, the necessity of manual, time-consuming claim status follow-up can significantly reduce the effectiveness of an office's operations. By having the ability to access claims information at any time with minimal effort, providers reduce the staff time dedicated to calling payers and the clearinghouse requesting claim status updates. Staff services can then be refocused on more important tasks, such as patient care.

Accurate Financial Expectations

By observing the claims process through Claim Tracker, providers not only have a more accurate overview of their revenue cycle, but can track rejection trends in their submitted claims. As a result, providers can identify and correct error patterns causing unnecessary rejections before they have a substantial impact on the cash flow of the practice. Through this reduction in claim rejections and by maintaining claim status information, providers are better able to identify incoming cash flow and forecast revenue expectations.

Accurate claims management is a vital component for any successful healthcare organization and the versatility of Emdeon Claim Tracker makes it a viable option for any practice requiring a claim tracking solution offering maximum benefits and minimal technical requirements. For additional information on Emdeon Claim Tracker, call 877.469.3263, Option 3, or visit our website at www.emdeon.com.



The Exchange

Peer Counseling

Share Ideas With Your Colleagues

Do you have an original, unconventional system for reducing filing time in your office? Effective ways to personalize patient appointment reminders, which has resulted in an increase in patient attendance? A simple, effective process to keep your waiting room neat and organized? **We want to know about it!**

Every office is unique in how it approaches the business of healthcare. This uniqueness creates internal processes that, while commonplace to you, might be new and innovative to others. **If you have tips, hints or shortcuts that help your office run more effectively, share them with other healthcare professionals by emailing your ideas to us at businessservicesales@emdeon.com.** Each newsletter will highlight a facility and their helpful hint. Be sure to include your facility's name, contact, location and other relevant information so we can share your ideas!



Product News

Print-To-Paper Claim Tracking

Now Available To Emdeon Office Customers

Say Goodbye To Your Paper Claim Separation Anxiety
Emdeon Office Provides A Paper Trail You Will Be Glad To Follow

Emdeon Business Services understands that many providers need to print and mail paper claims to payers, but would like to receive the delivery assurances furnished by their electronic claims counterpart. Providers participating in Emdeon's paper claims processing service can now have that feeling of security. Claims unable to be submitted electronically are sent to Emdeon, where they are printed and packaged. These claim packages are then picked up and delivered to payers by the US Postal Service. Through Emdeon's Print-to-Paper Claim Tracking, provided by Emdeon Office's Claim Tracker enhancement, providers can follow their claims throughout the submission process. This important service is available at no additional expense beyond Emdeon's standard claim printing and mailing cost.

If you have any questions or would like to learn more, please contact our sales department at 877.469.3263, Option 3.

Forms, Filing and Supplies

We Put Our Customers' Names Up In Lights

Or At Least On Pens, Pencils, Paper...

Do you use stationery and forms with your practice's name on it? Have you ever given away logo'd items to promote the name of your practice? Did you know you can get those items through Emdeon Business Services?

Through Emdeon Business Services' Forms, Filing and Supplies, Emdeon manufactures and distributes to the marketplace the solutions and products your healthcare practice needs, from customized promotional giveaways to everyday office materials.

Emdeon Business Services' Forms, Filing and Supplies is your source for:

- **Filing & Chart Management:** All the products you need to keep your patient charts organized in preparation for the Electronic Medical Record • Folders • Dividers Labels • Supporting Products
- **Code Books:** CPT • ICD-9 • HCPCS • CDT • Physician's Desk Reference • Compliance Manuals • Coding Guides by Specialty • Others
- **Office Furniture, Shelving & Cabinets:** Reception Area Chairs & Furniture • Modular Desk Units • File Storage Cabinets • Movable Storage Systems • Computer Work Stations • Panel Systems
- **Patient Relations:** Office Brochures • Treatment / Care Instructions • Newsletters • Announcements • Education Material • Business & Appointment Cards
- **Envelopes:** Business • Professional • Billing • Insurance
- **Forms:** Clinical Health Information Records • Laser Statements • Checks • Custom Forms • Stock Forms
- **Office Supplies:** Over 20,000 items to help keep your practice running smoothly • General Office Supplies • Printers & Office Machines • Imaging Supplies • Office & Business Papers • Shredders • Janitorial & Break Room Supplies • Computer Accessories

For a complete listing of our forms, filing and supplies, please contact Emdeon Business Services at 800.553.0070 or visit our website at www.controlofax.com.

Plug And Play Faster With The POS Keyboard

Users Will Look Back And Wonder What It Was Like In The Past

Emdeon Point-of-Service (POS) provides an ideal, compact solution for front-end locations where multiple transactions must be submitted through an external device. Transaction information is loaded into the POS terminal through the unit's keypad and then submitted to the Emdeon Clearinghouse.

To further simplify the POS solution, Emdeon offers an optional keyboard for entering data into the POS device that is sure to please all users of the device. Providers can key and submit transaction criteria even faster through the familiar layout of a keyboard, which easily attaches to the existing terminal. In addition to its time-saving benefits, the compact design of the keyboard also maintains the space-saving style of the POS device.

If you need a faster, traditional option for inputting transaction information into your POS terminal, consider using the POS keyboard. For additional information, please call 877.469.3263, Option 3.



NPI Update

FYI On NPI: National Provider Identification Updates

Emdeon Assembles NPI Project Team To Spearhead Its Efforts

National Provider Identifier or NPI for short - you've heard of it, you've applied for it - so what's next? You have probably already discovered many questions related to the NPI and have wondered how Emdeon will handle this transition. To ensure that our day-to-day business with customers remains uninterrupted, Emdeon has assigned a project team to address the implementation of the NPI throughout its organization.

In the coming weeks, Emdeon will release additional information concerning your specific system interface and how to include the NPI in your transactions. It is important to note that health plans will begin accepting NPI on different dates. As additional information becomes available about Emdeon specific products, formats, services, etc., we will let you know. Our goal is to be ready to accept the NPI on or before May 23, 2007.

For more information about NPI, please visit:

CMS NPI page:

http://new.cms.hhs.gov/NationalProvIdentStand/01_overview.asp

WEDI NPI page:

<http://www.wedi.org/npioi/index.html>

Let's Do Launch!

Emdeon Expands Its Payer Network

We have recently expanded our network to include the following:

- BCBS Georgia - Claim Status
- BCBS Oregon & BS Washington - Eligibility
- BCBS South Carolina - Eligibility
- Coventry Health & Life of Oklahoma - Eligibility & Claim Status
- Student Insurance (a division of Mega Life) - Eligibility
- BCBS Pennsylvania (Highmark) - Eligibility

Emdeon's payer network includes Medicare (Parts A & B), Medicaid, and hundreds of commercial payers. For a complete list of the payers in our network, please visit our website at www.emdeon.com/PayerLists/payerlists.php.



Key Department Phone Numbers

Emdeon Business Services Sales

Phone: 877.469.3263, Option 3
 Fax: 866.898.5751
 Email: businessservicesales@emdeon.com

Customer Support Hotline by Product:

Medifax POS, NetDirect and MAX Customers

Phone: 800.333.0263
 Fax: 615.843.2539

Envoy POS Customers

Phone: 800.933.6869, Option 1
 Fax: 615.695.0244

Office Customers

Phone: 877.469.3263, Option 2
 Fax: 615.695.0242

GCX Customers

Phone: 800.836.6039, Option 1
 Fax: 615.695.0242

MediCLAIM Customers

Phone: 800.296.3736
 Fax: 615.843.2516

Healthwire Customers

Phone: 800.266.2206
 Fax: 617.761.3991