

EMDEON CONSUMER CONNECT



Emdeon ExpressBill Services™

Emdeon Return Mail Manager™

Emdeon Consumer Pay Online™

Emdeon eCashiering™

Emdeon Electronic Document Archive™





24/7 COMMUNICATION

Discover Integrated Billing & Payment Solutions that Simplify Collections.

- The movement towards more electronic billing and payment processes continues to gain momentum. Could your billing cycle benefit from a flexible suite of solutions that integrates print and electronic statements, secure online billing, traditional payment methods and electronic payment options?
- It's important to your customers that their statements are easy-to-understand. What if you could easily give your customers a clear, concise picture of their payment status and responsibilities while encouraging prompt payment?
- The time and collection opportunities lost to inefficient billing and payment processes can hurt your bottom line. Are there ways to make your billing more accurate and efficient?
- The reporting of payment activity is critical to measure collection performance. What if you had a 360 degree view of all payment activity allowing the ability to track, audit and control collections?
- If a customer has a billing question, your staff should be able to address any inquiry quickly and efficiently. What if your staff could instantly access customer's billing files 24/7, from any desktop computer?

The Power of Integrated Billing & Payment

Comprehensive, integrated solutions that create more convenient and efficient billing and payment processes.

What are some of the potential benefits of an Emdeon Consumer Connect Partnership?

More satisfied customers

Faster payment turnaround

Lower administrative costs

Fewer customer service calls

Inefficient billing and payment processes create a serious point of pain for you and your customers. Emdeon Consumer Connect provides integrated billing and payment solutions that simplify these processes. Our innovative suite of print and eCommerce solutions work together smoothly to encourage prompt payment and improve collection performance.

Throughout your entire billing and payment cycle, Emdeon Consumer Connect can automate the manual tasks that often result in lost time and money. Our print, online and point-of-service collection suite addresses the challenges associated with billing and collecting outstanding receivables, facilitating increased collections, improved operational efficiencies and reduced administrative costs.

Experience

With over 30 years of experience, our team of professionals has the knowledge and state-of-the-art technology to provide the reliable and efficient service you need. Whether you need paper statements, online billing, convenient payment solutions or streamlined mailing processes, Emdeon can deliver.

Dedication

Throughout, our goals have always remained unchanged: to continuously enhance the billing process, shorten the payment cycle, deliver each document we produce efficiently and exceed customer expectations the first time, and every time.



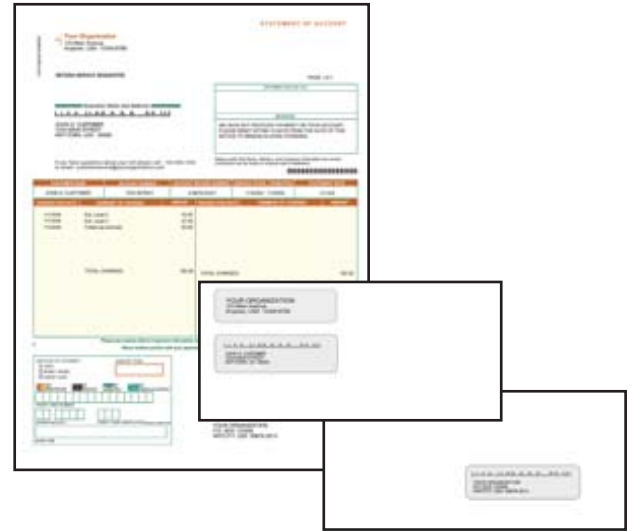
At Emdeon, we're here to help. To transform the way you run your business today, call us at [877.EMDEON.6](tel:877.EMDEON.6) (877.363.3666) for a complimentary review.

Emdeon ExpressBill Services

Encourage faster customer payments and cut costs.

Emdeon ExpressBill Services provides state-of-the-art statement and invoice processing for fast delivery of accurate financial communications. We tap the power of your billing database to create and deliver personalized billing statements. Emdeon ExpressBill Services improves the quality of your billing statements by delivering clear, concise financial communications that encourage prompt payment.

- Specialists in statement, invoice and letter design, print and mail
- Custom statement/invoice design for high volume accounts
- Utilize two high volume processing centers with USPS® national account status



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Emdeon Return Mail Manager

Eliminate return mail handling and correction.

The cost of undeliverable mail is expensive and can be a significant burden for your business. Emdeon Return Mail Manager saves time and speeds collections by eliminating 100% of your return mail handling. Instead of returning to your facility, all returned mail goes directly to our processing center where it is analyzed to find updated address and delivery information.

- Provides detailed reporting on the status of each account
- Improves efficiency by eliminating return mail handling at the facility level
- Assists in speeding the collection process
- Helps improve cash flow by identifying new addresses more quickly



Emdeon utilizes the Postal Automated Redirection System to tackle today's returned mail challenges.

MAIL FACTS:

Mobility:

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

Three types of moves:

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

Emdeon Consumer Pay Online

Improve satisfaction and reduce customer service calls.

Emdeon Consumer Pay Online is a customer facing application that provides comprehensive and secure online billing and payment management. Emdeon Consumer Pay Online facilitates faster collection of outstanding balances, improved cash flow and reduced billing costs, all with less effort and paperwork.

- Provides customers the ability to view statements and pay bills online
- Allows 24/7 access to account status and payment options
- Can help accelerate and increase collections
- Can assist in reducing customer support calls
- Increases billing data accuracy



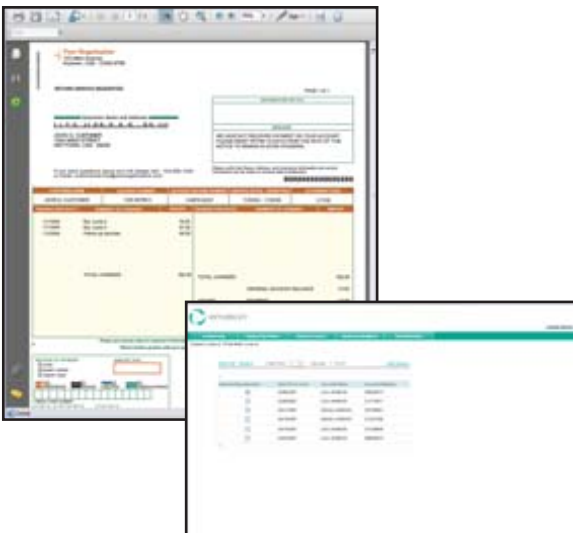


Emdeon eCashiering

Utilize versatile, convenient and efficient payment processing technology.

Emdeon eCashiering simplifies the collection process by providing an enterprise-wide approach to collecting payments. You will have the ability to accept both electronic and traditional payment methods such as credit cards, check cards, ACH transactions, cash, personal check, business check and money orders for outstanding customer balances. Each day's payment activity is automatically posted directly to your host financial system.

- Accepts electronic and traditional payment methods
- Provides real-time dashboard reporting to track, audit and control all payments
- Can help accelerate and increase collections
- Can assist in increasing the speed of payment capture



Emdeon Document Archive

Encourage fast payments, reduce document storage costs.

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

- Display and retrieval of documents 24/7 from your browser
- Print, mail or email documents to customers on-demand
- Improve record storage efficiency
- Facilitate sorting past due accounts
- Improve customer service



Commitment to Our Customers...

Your core business function is not statements and bills. But it's exactly what we do every day. Put our high quality billing and payment solutions to work for you and focus your energy on your business.



Solutions that Improve How You Work

Our integrated and bundled solutions can improve almost every aspect of your billing and payment cycle.

Just as your customers count on you for your expert advice, you can count on Emdeon for high quality products and services. Emdeon Consumer Connect delivers integrated solutions that improve your billing and payment cycle. Our commitment to quality ensures that your solution will continually improve to better fit how you work.

Commitment to Quality

We realize that the demand for end-to-end, high quality services from your business is great. Our Six Sigma methodologies enable us to focus on measurable results from concrete data in order to consistently improve the quality of the products and services we deliver to you. This means that we continuously set the bar as high as we can to deliver a job well done each time, every time.





Discover the Power of an Emdeon Partnership

Simplicity. Security. Reliability. Support. Ease.

Emdeon delivers professional and economical automated billing and document mail services for the diverse commercial market.

With over 30 years of experience in the print and mail industry, our state-of-the-art facilities and team of professionals have the experience to meet your needs.

To learn more about our company and our services, visit our website at www.emdeon.com/ebps.

