



*Simplifying the Business of Healthcare*

## Real-Time Communications

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Reduce administrative costs

Improve performance efficiencies

Enhance customer service

### Automate Provider Interactions for Greater Efficiencies

Are you looking for ways to improve provider service without picking up the phone? Do you need a solution that allows providers to access standard information automatically while your customer service team stays focused on complex provider requests?

With escalating healthcare expenses, health plans across the country are looking for ways to reduce administrative costs. Already many payers are discovering that increases in the rate of electronic transactions translate directly into tangible cost savings. Simply put, electronic inquiries are cheaper to handle than phone calls.

Enhancing service levels in care delivery is equally important. Your time and that of your providers is valuable. Putting processes in place that reduce the length of time your providers spend on the phone also improve provider relations.

*Real-Time Communications* from Emdeon helps health plans achieve both cost savings and service improvement. By establishing a significant distribution channel for electronic eligibility, benefits and claim verification, health plans can reduce customer service costs with automated provider interactions. At the same time, your providers gain real-time constant access to eligibility data.

### The Emdeon Advantage

As a proven provider of solutions that facilitate electronic information exchange, communications and transactions between payers, providers and members, Emdeon is helping healthcare payers across the country improve administrative and clinical processes, increase efficiencies and reduce costs. After all, Emdeon has been exclusively serving the healthcare industry for more than two decades. With our unparalleled connectivity, we offer payers access to the largest network of submitting providers and vendors in the nation.



At Emdeon, we're here to help. To transform your healthcare business operations today, call us at **877.EMDEON.6** (877.363.3666) for a complimentary review.





Emdeon is helping healthcare payers across the country improve administrative and clinical processes, increase efficiencies and reduce costs.

Our products and services meet the needs of an emerging health business model that increasingly relies on e-commerce, business intelligence and collaborative communications...all in an integrated, electronic environment.

After all, Emdeon has been exclusively serving the healthcare industry for more than two decades. We understand a health plan's organizational structure and operations like few healthcare vendors do.

## Realizing Immediate, Real-Time Benefits

Using our *Real-Time Communications*, health plans can:

- Realize measureable savings with lower transaction costs, a reduction in call center volume for eligibility and claim status and fewer FTE resources required for ongoing support.
- Improve provider relations by offering self-service tools.
- Offer concise, complete messaging for eligibility inquiries as well as receive data/validation for edits on submission and inquiry data.
- Achieve HIPAA compliance by transacting with the provider community using X12 standards.
- Increase performance efficiencies by automating basic provider interactions such as eligibility, benefits and claim status verification.

At the same time, your providers can:

- Use a single, simple method to verify eligibility, benefits and claims status via stand-alone Internet services or fully integrated solutions.
- Gain immediate access to critical information for one or multiple patients – all in a single transaction.
- Realize extra value with toll-free access to Emdeon customer service and the assurance that their confidential and critical business transactions are handled with the utmost care.
- Improve patient service during the encounter by accessing member benefit information at the provider's office.

## Find Out More

You can learn more about *Real-Time Communications* from Emdeon by visiting [www.emdeon.com](http://www.emdeon.com), or by calling **877.EMDEON.6** (877.363.3666).

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Emdeon is a leading provider of revenue and payment cycle solutions that connect payers, providers and patients to improve healthcare business processes.

To learn more about our company, our services and our commitment to improving healthcare, visit our website at [www.emdeon.com](http://www.emdeon.com).



3055 Lebanon Road, Building 3  
Nashville, TN 37214 USA  
**877.EMDEON.6** (877.363.3666)  
[moreinfo@emdeon.com](mailto:moreinfo@emdeon.com)  
[www.emdeon.com](http://www.emdeon.com)