

EMDEON PATIENT CONNECT



Emdeon ExpressBill Services

Emdeon Return Mail Manager

Emdeon Patient Pay Online

Emdeon eCashiering

Emdeon Document Archive



Simplifying the Business of Healthcare





24/7 COMMUNICATION

Discover Integrated Patient Billing and Payment Solutions That Simplify Collections

- The healthcare industry continues to move towards more electronic processes. Could your billing cycle benefit from a flexible suite of solutions that integrates print and electronic patient statements, secure online billing, traditional payment methods and electronic payment options?
- It's important to your patients that their statements are easy-to-understand. What if you could easily give patients a clear, concise picture of their payment status and responsibilities?
- 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 patient payment activity is critical to measure collection performance. What if you had a 360 degree view of all patient payment activity allowing the ability to track, audit and control collections?
- If a patient has a billing question your staff should be able to address any inquiry quickly and efficiently. What if your staff could instantly access any patient's billing files 24/7, from any desktop computer?

What are some of the benefits of an Emdeon Patient Connect Partnership?

More satisfied customers

Faster payment turnaround

Lower administrative costs

Fewer customer service calls

Integrated Billing and Payment

Our comprehensive, integrated solutions create more convenient and efficient billing and payment processes.

Inefficient billing and payment processes create a serious point of pain for you and your patients. Emdeon Patient 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.

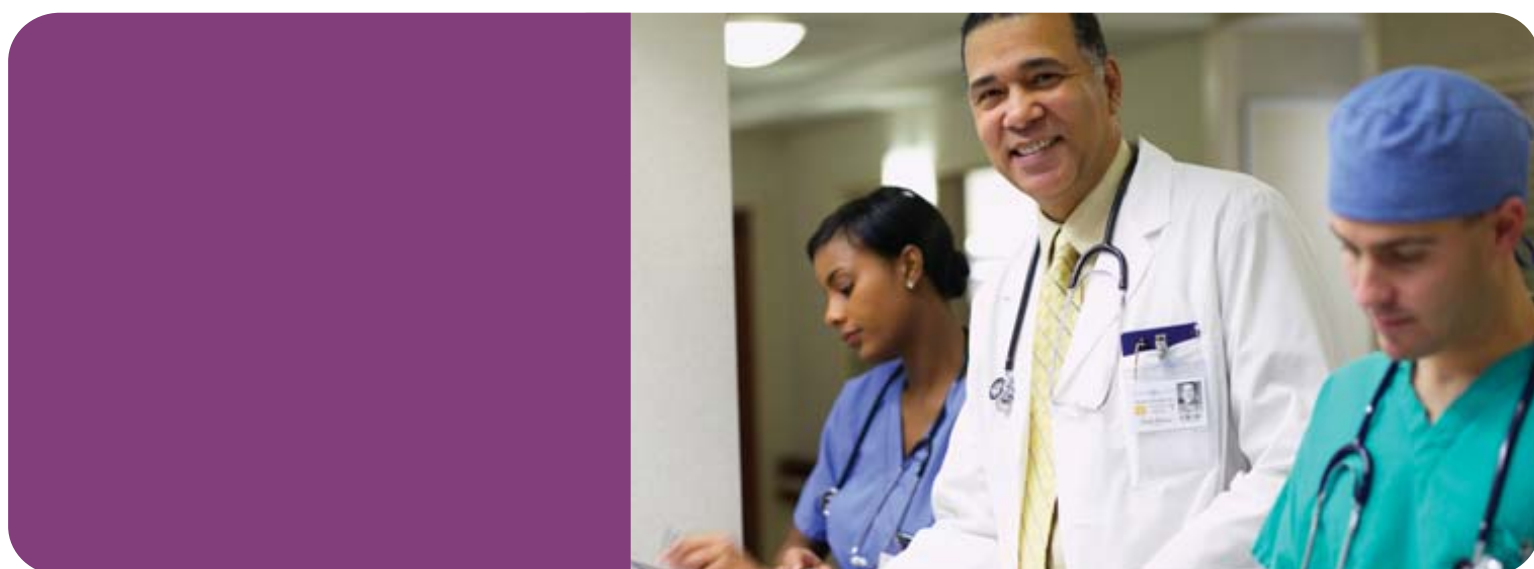
Throughout your entire billing and payment cycle, Emdeon Patient Connect can automate the manual tasks that often result in lost time and money. Our print, online and point-of-service collection suite addresses the challenges associated with billing and collecting patient receivables, facilitating increased self-pay 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 your expectations the first time, and every time.



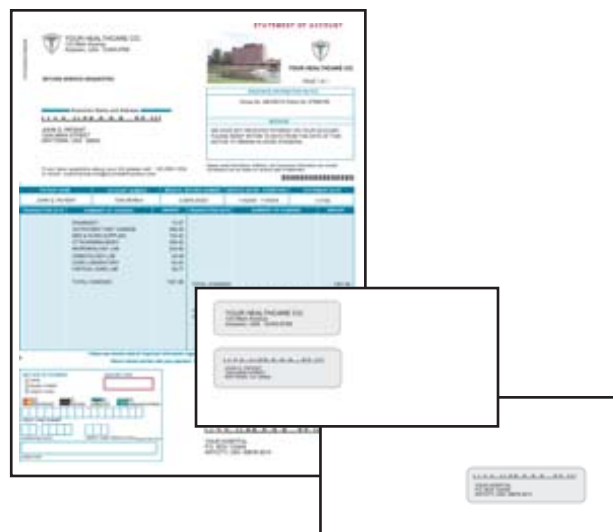
At Emdeon, we're here to help. To transform your healthcare business operations today, call us at [877.EMDEON.6](tel:877.EMDEON.6) (877.363.3666) for a complimentary review.

Emdeon ExpressBill Services

Encourage faster 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. Emdeon ExpressBill Services encompasses the guidelines of HFMA's *PATIENT FRIENDLY BILLING*[®] and focuses on improving the quality of patient statements.

- 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



PATIENT FRIENDLY BILLING[®] is a registered service mark of the Healthcare Financial Management Association (HFMA). Emdeon is proud to serve as the exclusive sponsor of the distribution of the HFMA Summer 2007 Report on Pricing Transparency.

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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 providers. 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



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

Emdeon Patient Pay Online

Improve patient satisfaction and reduce customer service calls.

Emdeon Patient Pay Online is a patient facing application that provides comprehensive and secure online billing and payment management. Emdeon Patient Pay Online facilitates faster collection of patient-owed amounts, improved cash flow and reduced billing costs, all with less effort and paperwork.

- Provide patients the ability to view statements and pay bills online
- Allow 24/7 access to account status and payment options
- Can help accelerate and increase patient collections
- Can assist in reducing customer support calls
- Increase billing data accuracy





Emdeon eCashiering

Utilize versatile, convenient and efficient payment processing technology.

Emdeon eCashiering simplifies the payment collection process by providing an enterprise-wide approach to collecting patient payments. You will have the ability to accept copayments, deductibles, pre-payments and payments for outstanding patient 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 patient payments
- Can help accelerate and increase patient 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 patient 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 patients on-demand
- Improve record storage efficiency
- Facilitate sorting past due accounts
- Improve customer service





Solutions That Improve How You Work

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

Just as patients count on you for expert advice, you can count on Emdeon for high quality products and services. Emdeon Patient 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 high quality services from your healthcare business is great. Our Six Sigma processes support our in-house expertise and commitment to continuous quality improvement. We focus on measurable results from concrete data in order to continually improve the quality of the products and services all day, every day.





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 healthcare market.

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/pbps.

