Thank you for your interest in our October 4, 2012, webinar, Give Your Epic® Workflow a Boost with Integrated, Intelligent Revenue Cycle Capability: Focus on Patient Access Management, featuring Steve Kilguss, vice president of product management at Emdeon, Brian Barlet, National Manager of Solution Consultants & Epic Liaison at Emdeon, and Mark Mingrone, Manager of Implementation at Emdeon.

This document has been developed to address the webinar questions asked via email. For questions that have not been answered below or for more detailed information, please contact Brian Barlet at bbarlet@emdeon.com or 800.444.4336 x23797.

To view a podcast of the live webinar, visit the Emdeon website.

**How can Emdeon help with my Accounts Receivable (A/R) work down strategy when I convert to Epic?**

Brian Barlet: Emdeon understands that during a migration, resources can become an issue. Your staff will be attending training classes to learn about the new system which often takes away from their day-to-day revenue cycle responsibilities. Due to this disruption, A/R days tend to increase.

Emdeon has a Professional Services offering that can help. This can be customized to your needs and will essentially take on parts of your A/R work to overcome any resource or staffing issues. Emdeon’s Professional Services team will clean up A/R from your legacy system working with you to define the accounts they will focus on: difficult cases, low dollar placements (<$2,500 or <$10,000) and/or early out defined by aging. Using experience on both the provider and payer side, Emdeon’s Professional Services team will work the accounts to complete resolution and also provide root cause analysis reports as part of the consulting that is performed. A zero-balance project to inject cash is also suggested to help with the migration as well.

**Please elaborate on the support structure. Do I always call Epic first when a support issue arises?**

Mark Mingrone: We would suggest that if a support issue arises that your first outreach be to Epic as they can diagnose many issues identifying root cause that Emdeon may not have visibility into. Once a support issue is reported, Epic knows when the optimal time is to pull in the customer’s vendor partner if needed depending on the issue.

However, Emdeon does not require our joint clients to call Epic first when support issues arise. Emdeon has a toll free number, email and web-based ticketing system available for use in reporting support issues. If an Epic related support issue is reported via Emdeon’s tools, we are glad to use our knowledge for resolution and
Can you provide specific examples of the differences between Epic 2010 and Epic 2012 when it comes to displaying response information?

Barlet: Customers will have more flexibility on how response information is presented back to the user and where the data can be posted. Epic 2012 will also offer more flexibility around address and financial information that Emdeon returns meaning the data can be displayed differently and work queues can be utilized. Response information is more table based in Epic 2012 also.

To fully understand the differences, Emdeon can coordinate a meeting with Epic to perform a joint demo of the entire workflow and environment.

Please provide more information on Emdeon having standard specification with Epic for connection options yet still being flexible at the same time. What are the options available?

Mingrone: Emdeon and Epic have proactively determined the best settings to use for Real Time Eligibility (RTE) interfaces for hand shakes and message acknowledgements and wrappers. Because of this, when an Emdeon customer notes they have Epic, our implementation team already knows the application setting without having to conduct any additional technical calls.

Epic has a fast-batch process that does not use File Transfer Protocol (FTP). Emdeon can support the fast-batch communication process with no additional development required. If a customer prefers traditional FTP outside of the determined standards, Emdeon can work directly with the customer to configure this protocol.

Is your web-based Graphical User Interface (GUI) driven off user ids and passwords when it comes to work queues?

Barlet: Yes. Users will be provided unique user ids and passwords. Based on their log-in credentials, they will have access to certain, specified information.

You mentioned Emdeon can perform a patient financial responsibility estimate in an adhoc solution. Can you perform that same estimate directly in the Epic environment?

Barlet: Typically six months after implementation, Epic provides an estimation tool within their interface based on paid claims data. At that point, Emdeon’s eligibility and benefits verification data will be utilized to drive the estimate within the Epic environment. If a facility would rather not wait six months, Emdeon’s stand alone
solution, Emdeon Patient Access Master, can provide the capability of creating an estimate right away.

**If you have questions not addressed in this document, please contact Brian Barlet at bbarlet@emdeon.com or 800.444.4336 x23797.**

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