

Availity[®] Health Information Network

BlueNews Seminars
May 2011

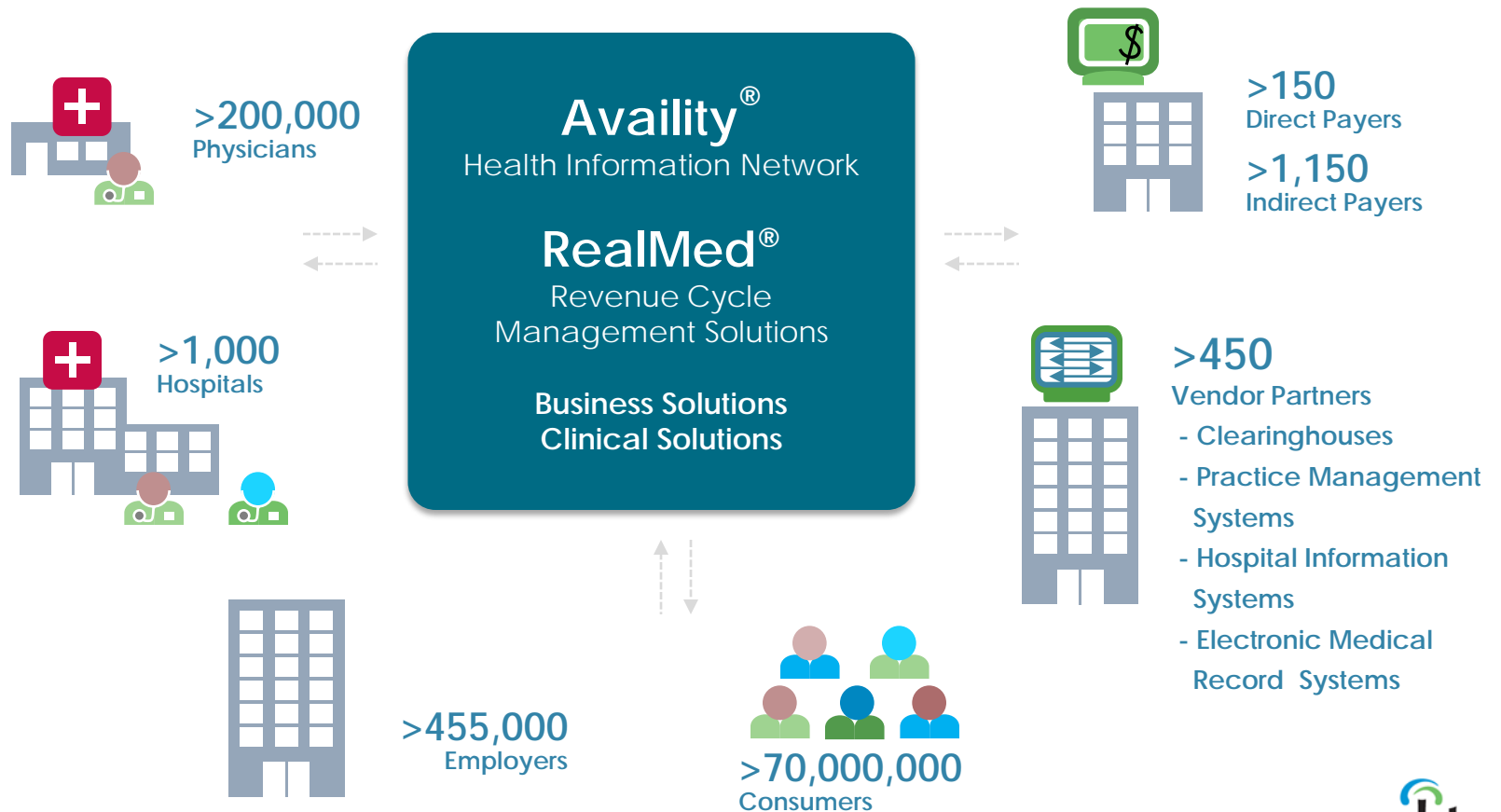


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- Availity Enhancements
- RealMed Acquisition: Helping Providers Get Paid Faster
- Questions & Answers

Availity/RealMed

More Than One Billion Transactions Annually



Availity Basic Offerings

Business Solutions

Health plan sponsored tools—offered at no cost to the provider—reduce manual inquiries and support mass adoption for an accelerated ROI.

Batch/Clearinghouse

- Claims
- Remittance Advice

Real-time

- Eligibility & Benefits
- Claim Status
- Referrals/Authorizations
- Claim Submission

ERA Viewer

- Remit Reader

Card Swipe

- CareRead®

Patient Responsibility

- CareCost EstimatorSM

Payment Solution

- CareCollect®



Clinical Solutions

Clinical tools help support collaborative, health plan-sponsored programs for improving patient care delivery and quality outcomes.

Health Record

- CareProfile®

Electronic Prescribing

- CarePrescribe®



Availity Enhancements

Remit Reader

- Understanding the tool
- Registering for ERAs
- Assigning access
- Using Remit Reader

New registration process

- Registering provider organizations
- Registering billing service organizations

Remit Reader Overview

Availity® Remit Reader

- Enables view, search, and reconcile Electronic Remittance Advice (ERA) or 835 files.
- Currently available for providers that are receiving Electronic Remittance Advice (ERA) files from one or more payers on the Availity portal.
- Each organization must enroll with the payers to receive ERAs

DEMO

New Registration Process

To start submitting transactions to the Availity Health Information Network:

- Authorized person in the organization's office must first register the organization with Availity.
- Until the authorized person's role with the organization and Availity is established, we will refer to this person as an applicant.

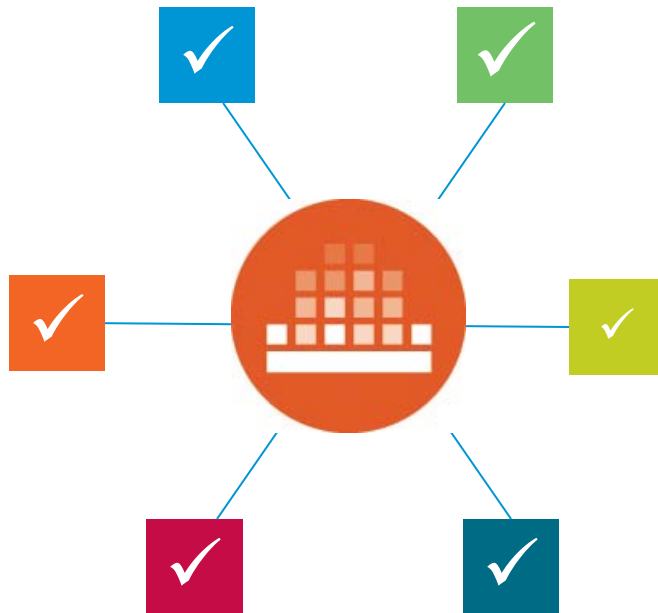
DEMO Provider Organizations

DEMO Billing Services Organizations

What's New: RealMed Acquisition

- Award winning provider of revenue cycle management solutions
- Acquired to help providers submit cleaner claims and facilitate faster payment cycles
 - Builds on Availity's core services
 - Bundles and automates multiple functions to optimize productivity and cash flow
- RealMed customers report:
 - Reductions of 25-60% in their A/R days
 - As much as a 60% decrease in denials and claim errors
- Combining our solutions offers providers multiple options for improving workflow and getting paid faster
 - Reduces phone calls to health plans
 - Single portal access to multiple health plans

Combined Value



- ✓ Solutions with mass appeal: from basic to premium
- ✓ Award-winning service: a team and culture committed to *your* success
- ✓ Innovative solutions to complex problems; opportunities to increase revenue through quality improvement initiatives
- ✓ Enhanced features/services to increase efficiency
- ✓ A single source to manage all provider connections
- ✓ Improved clinical outcomes through new services

Revenue Cycle Management

Integrated and automated tools enabling the highest degree of performance optimization and provider self service.

Providers who use RealMed:

- Make **10-12% fewer** health plan calls
- Send up to **60% cleaner claims** to health plans
- Send nearly **10% fewer** paper claims



RealMed builds on the value offered by Availity's basic solutions by **bundling and automating multiple functions** that maximize bottom line operational results.



Availity—combined with RealMed—**drives provider utilization** by offering an integrated suite of tools that help providers manage cash flow and reduce administrative costs

Capabilities Overview

Revenue Cycle Management – *Integrated and Automated*

- Eligibility and Benefit Management
- Claims Submission Management – Professional, Institutional, Workers' Comp
- Edit/Error Management
- Claims Delivery Management
- Status Management
- Remittance Management
- Secondary Claim Management
- Report Generation
- Patient Statements
- Payment Transactions

Value Added Solutions

- RealCleanSM – advanced claims editing
- RealAssureSM – patient payment assurance

Service & Support Differentiators

Revenue Cycle Management Unique Value

- Universal portal to payers for all transactions
- 100% of providers directly connected
- All processing steps automated
- “FedEx like” tracking for all transactions
- Bi-directional multiple data format support
- Comprehensive reporting and trending

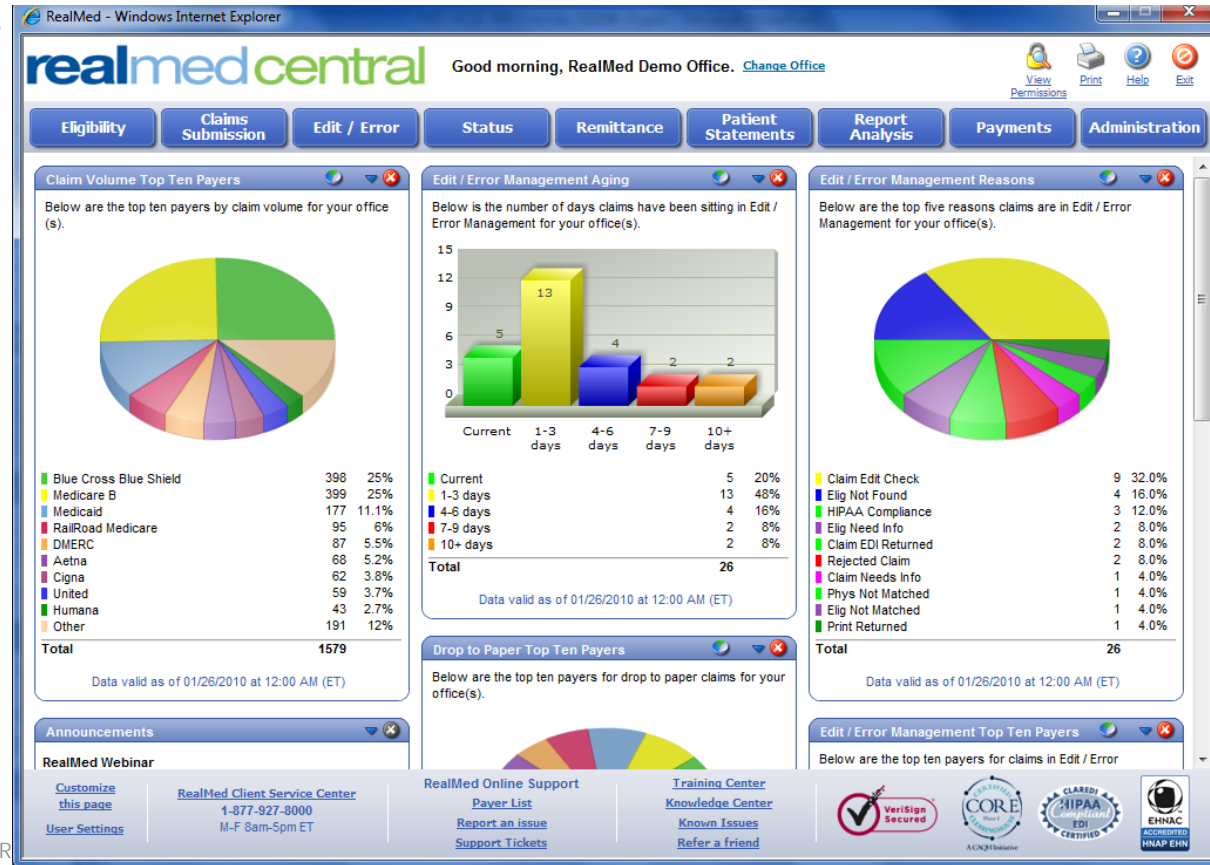


Dedicated Client Service & Support

- Best practice consultative services
- Direct access to technical service directors and business analysts
- Award winning client call center experts

RealMed Dashboard

- Key management tool to monitor billing patterns
- Daily progress report
- Aging graph gives visibility to problem claims (payers and reasons)
- To Do List shows critical tasks
- Security fully customizable



Eligibility

- 5 methods to check eligibility

- Batch eligibility from scheduler
- On-demand manual check
- On-demand swipe card check
- Web service 270/271
- Interactive check during claim submission

- Real-time inquiries to health plans

- Self-pay check for Medicaid coverage

Medicare will be unable to return eligibility responses due to system maintenance at the payer. An update will be posted when eligibility is available for these pay...

realmed an availity company | Eligibility Management | RealMed Demo Office

View Permissions Help

Check Eligibility

Payer: BCBS Florida

Search Type: Default Search

* Appointment Date: 04/12/2011

* Insured Number: []

* BCBSF Provider ID: []

* Provider Primary Identifier: [] NPI

Patient First Name: []

Patient Last Name: []

* Patient DOB: []

* Relationship to Subscriber: []

Scan Card Next

Filter by: All Requests - 22

Prev Next Refresh Error / Info / Benefits Display Transfer Process Claim Process UB Claim Fix Retry Unlock Patient Report Eligibility Mont Report Delete Support Ticket

| Status | Create Date | Appt. Date | Batch Name | Patient Name | Acct. Num / MRN | Policy Number | Provider Name | Payer Name | Created By |
|---|-------------|------------|-----------------|------------------|-----------------|---------------|----------------|---------------------|------------|
| Error / Information / Benefits | | | | | | | | | |
| Active | 01/09/2010 | 01/09/2010 | 20100109-080317 | Franklin, James | 108491 | 123444111 | Jones MD, John | Medicare - Illinois | RealMed |
| (96) Deductible Remaining: \$155.00 | | | | | | | | | |
| Active | 01/09/2010 | 01/09/2010 | 20100109-080317 | Johnson, Mildred | 208492 | 123444222 | Jones MD, John | Anthem-IN | RealMed |
| (30) Deductible Remaining Family: \$1,500.00 | | | | | | | | | |
| (30) Deductible Calendar Year Family: \$1,500.00 | | | | | | | | | |
| (30) Out-of-Pocket (Stop Loss) Remaining: \$4,000.00 | | | | | | | | | |
| (30) Out-of-Pocket (Stop Loss) Remaining: \$8,000.00 | | | | | | | | | |
| (30) Out-of-Pocket (Stop Loss) Calendar Year: \$4,000.00 | | | | | | | | | |
| (30) Out-of-Pocket (Stop Loss) Remaining Family: \$8,000.00 | | | | | | | | | |
| Active | 01/09/2010 | 01/09/2010 | 20100109-080317 | James, Jackie | 308493 | H123444333 | Jones MD, John | Humana | RealMed |
| (30) Deductible Calendar Year Individual: \$2,000.00 | | | | | | | | | |

Displaying 1-22 of 22 request(s) found; 0 request(s) selected

Displaying page 1 of 1

Back

[Click here to find out how you can see co-pays, deductibles, and deductibles met on this screen](#)

Edit Error Management

- Fix errors before claims reach the health plans
- Eligibility check during claim submission
- Custom edits
- Error mapping and translation
- Assign errors to users or teams
- Detailed audit trail
- Significant time savings and increased accuracy

RealMed - Windows Internet Explorer

Medicare will be unable to return eligibility responses due to system maintenance at the payer. An update will be posted when eligibility is available for these pay...

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Working Claim 1 of 1
- 123542 - R12345678 - CATHY HAAGEN - ANTHEM INDIANA

Current All

Claim Errors

1. The diagnosis code 000.00 is invalid. Please re-enter a different code and resubmit the claim.

Eligibility

Policy 1 (Destination Payer)

General

Payer

Patient

Subscriber

Responsible Party

Policy 2

General

Providers

Payer

Subscriber

Responsible Party

Government

Specialty

COB Amounts

Claim Adjustment Information

Claim Header

General

Providers

Billing

PayTo

Rendering

Service Facility

Referring

Supervising

Purchasing

Government

Specialty

General

Ambulatory Services

Chiropractic Services

Home Health Plan

Repricing

1 000.00 2 272.7 3 4

5 1. The diagnosis code 000.00 is invalid. Please re-enter a different code and resubmit the claim.

2. The diagnosis code 000.00 is invalid. Please re-enter a different code and resubmit the claim.

Please re-enter a different code and resubmit the claim.

Patient Paid Amount Total Purchased Service Amount Balance Due Provider Signature Date Medical Record Number

Special Program Delay Reason Code Claim Submission Reason Code

1 - Original (Admit thru Discharge Claim) Provider Signature Provider Agreement

Accident Dates / Times:

Notes

Notes Type

ADD - Additional Information

Claim Header > Providers

Claim Header > Providers > Billing

Provider Numbers:

| Provider Number | Type |
|-----------------|--|
| 841244449 | XX - National Provider Identifier |
| 841244449 | EI - Employer's Identification Number (24) |

Entity Specialty

Click here for information on provider numbers in gray

Unlock Delete Send EDI Save Claim Submit Claim

Claim Status

- Automatic status updates
- Matches status to original claim
- Expected progression by health plan
- Search for specific claims
- Claim details include payment info from health plans
- Proof of timely filing
- Fewer calls to health plans = decreased cost and improved efficiencies

RealMed - Windows Internet Explorer

Medicare will be unable to return eligibility responses due to system maintenance at the payer. An update will be posted when eligibility is available for these pay...

realmed[®] Status Management
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View Permissions Help

Search

Prev Next Refresh Select/Deselect Show Second Line New Appeal Patient Claim Status EOP Refresh Status Drop To Paper Clone Claim Followup History Notes View Claim Claim Details Patient Report CMS 1500 CMS 1500 Pre-Printed Status Mgmt Report Support Ticket

| Status | Status Date | Last Checked | Batch Name | Claim # | Service Date | Document # | Patient | Provider | Payer | Billed |
|--------------------|-------------|--------------|-----------------|-------------|--------------|------------|-------------------|------------------|--------------------------|--------|
| EClaim Adjudicated | 01/13/2010 | 01/13/2010 | 20100112-011211 | 12345678901 | 01/12/2010 | 2051820272 | JOHNSON, MICHA... | REALMED SURG ... | BCBS of Illinois | 235.00 |
| EClaim Paid | 01/13/2010 | 01/13/2010 | 20100112-011211 | 12345678902 | 01/12/2010 | 2051811605 | SAMUELS, ROCH... | REALMED SURG ... | BCBS of Illinois | 300.00 |
| EClaim Accepted | 01/13/2010 | | 20100112-011211 | | 01/12/2010 | 2051811605 | HAGEN, KATE | REALMED SURG ... | DMERC-Region B | 85.00 |
| EClaim Paid | 01/13/2010 | | 20100112-011211 | 12345678903 | 01/12/2010 | 2051811605 | HUFFMAN, BRET | REALMED SURG ... | United Healthcare Dir... | 105.00 |
| EClaim Ready | 01/13/2010 | 01/13/2010 | 20100112-011211 | | 01/12/2010 | 2051811605 | LANE, JUDY | REALMED SURG ... | CAREFIRST | 110.00 |
| EClaim Pending | 01/13/2010 | 01/13/2010 | 20100112-011211 | 12345678904 | 01/12/2010 | 2051811605 | GARDINER, GERA... | REALMED SURG ... | BCBS of Illinois | 95.00 |
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| EClaim Pending | 01/13/2010 | 01/13/2010 | 20100112-011211 | 12345678907 | 01/12/2010 | 2051811605 | RODRIGUEZ, ISAAC | REALMED SURG ... | BCBS of Illinois | 110.00 |
| Deleted | 01/13/2010 | | 20100112-011211 | | 01/12/2010 | 2051811605 | SMITH, SARAH | REALMED SURG ... | Aetna/US Healthcare... | 95.00 |
| EClaim Sent | 01/13/2010 | | 20100112-011211 | | 01/12/2010 | 2051811605 | CRAMER, KYLE | REALMED SURG ... | HFN-Healthcare Fine... | 105.00 |
| EClaim Pending | 01/13/2010 | 01/13/2010 | 20100112-011211 | 12345678908 | 01/12/2010 | 2051820272 | MITCHELL, DAVE | REALMED SURG ... | BCBS of Illinois | 235.00 |
| EClaim Adjudicated | 01/13/2010 | 01/13/2010 | 20100112-011211 | 12345678909 | 01/12/2010 | 2051811605 | DONER, JOHN | REALMED SURG ... | BCBS of Illinois | 300.00 |
| PClaim Mailed | 01/13/2010 | | 20100112-011211 | | 01/12/2010 | 2051811605 | BROWN, SCOTT | REALMED SURG ... | DMERC-Region B | 85.00 |
| EClaim Ready | 01/13/2010 | | 20100112-011211 | | 01/12/2010 | 2051811605 | BLACKMAN, KATE | REALMED SURG ... | Unicare | 105.00 |
| EClaim Adjudicated | 01/13/2010 | 01/13/2010 | 20100112-011211 | 12345678910 | 01/12/2010 | 2051811605 | ANDERSON, AND... | REALMED SURG ... | BCBS of Illinois | 110.00 |
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| EClaim Ready | 01/13/2010 | 01/13/2010 | 20100112-011211 | | 01/12/2010 | 2051811605 | PRITCHARD, BRAD | REALMED SURG ... | Aetna/US Healthcare... | 105.00 |
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| Deleted | 01/13/2010 | 01/13/2010 | 20100112-011211 | | 01/12/2010 | 2051811605 | SAMUELSON, LA... | REALMED SURG ... | BCBS of Illinois | 300.00 |

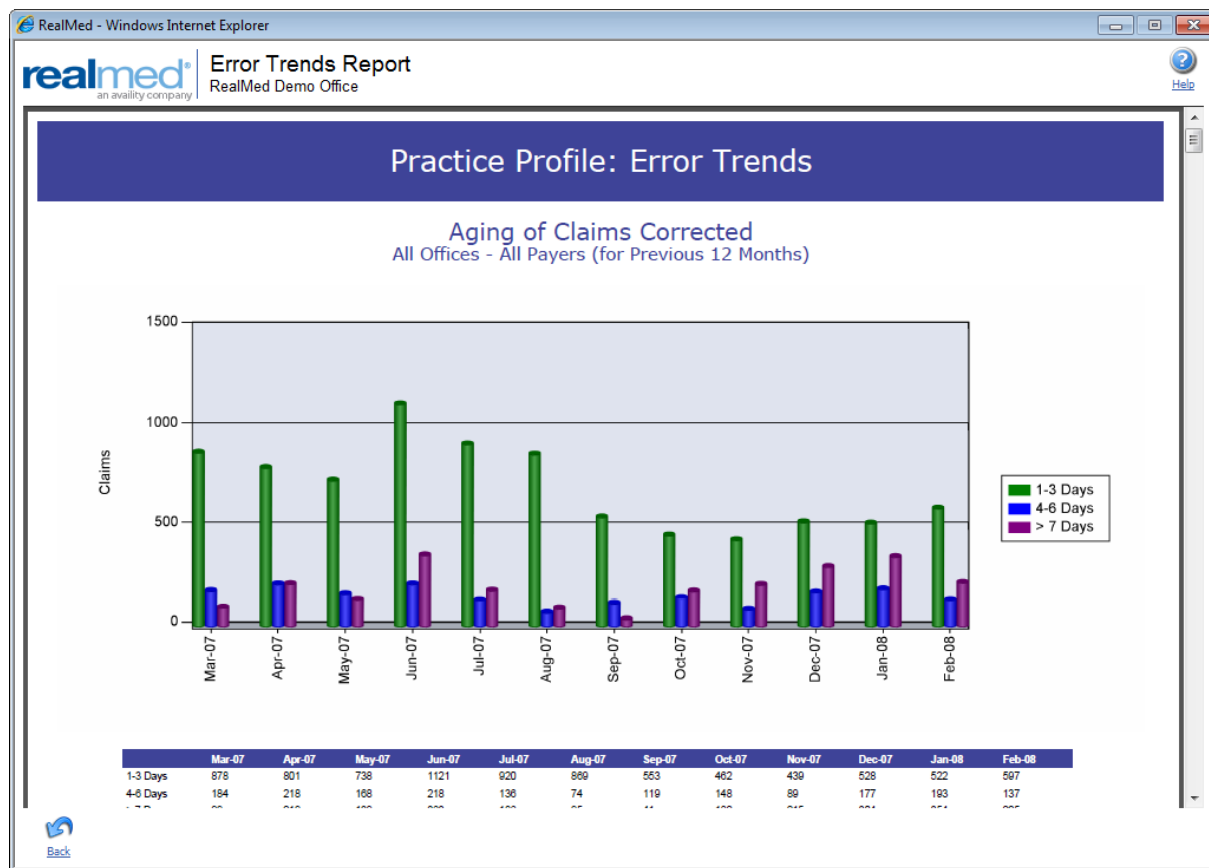
Displaying 1-39 of 39 claim(s) found; 1 claim(s) selected

RealMed Central

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Reporting

- 40+ fully customizable report templates
- Schedule reports to be run automatically
- Multiple formats (PDF, Excel, CSV)
- Examples:
 - Trending reports
 - Productivity reports
 - Deleted claim reports
 - Claim change reports
 - Claim details reports
 - Status updates



Availity/RealMed

Availity/RealMed A Leading HIN that Helps Physicians Focus on Patient Care

A secure, time- and money-saving health information network, with benefits for providers, health plans and vendors.

For providers, basic transactions are free, with premium revenue cycle management services offered through RealMed.

For health plans and vendors, Availity is a trusted, industry-compliant partner, with a clear clinical development agenda.

Availity is a strong, rapidly growing company that is tightly partnered with some of the nation's largest health plans.

Thank you

www.availity.com

(800) 282-4548

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(877) RealMed

