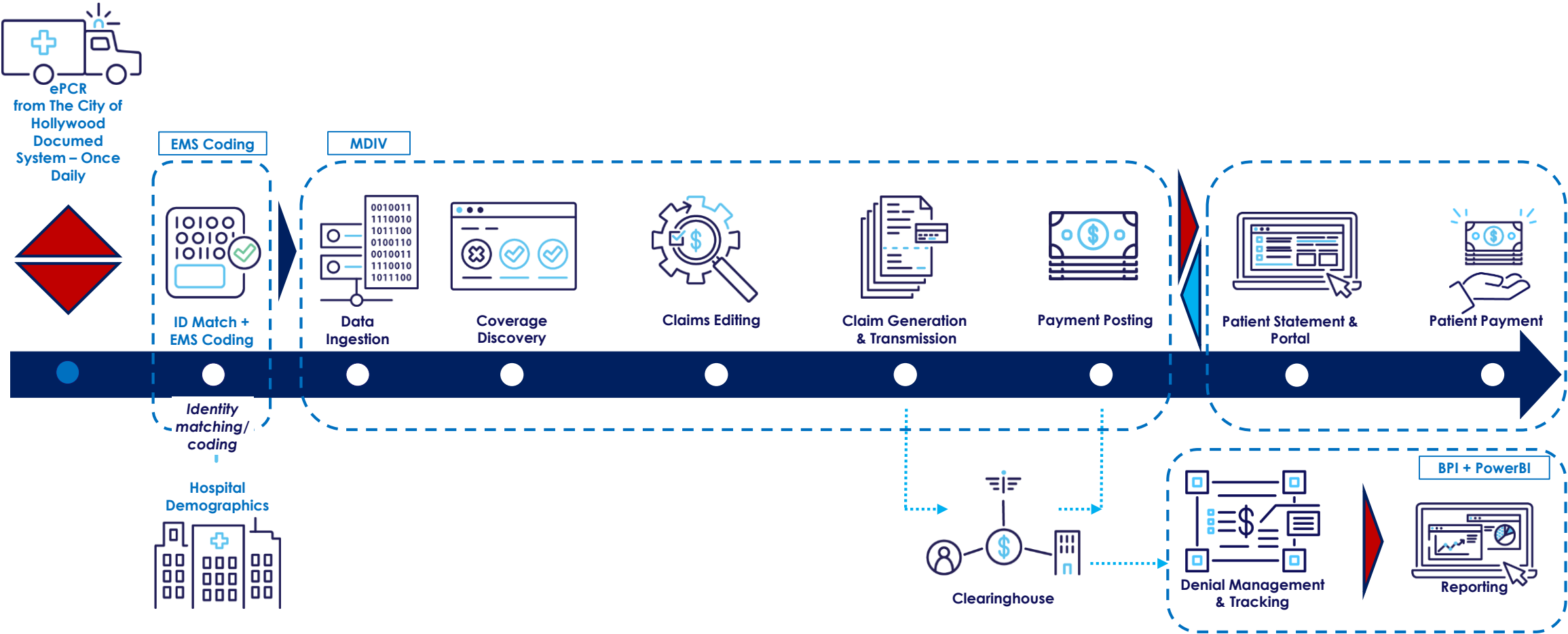


Best Practice Process Management with Change Healthcare EMS Revenue Cycle Management Services



Revenue Cycle Management

1.3 Demographic's and Insurance Verification

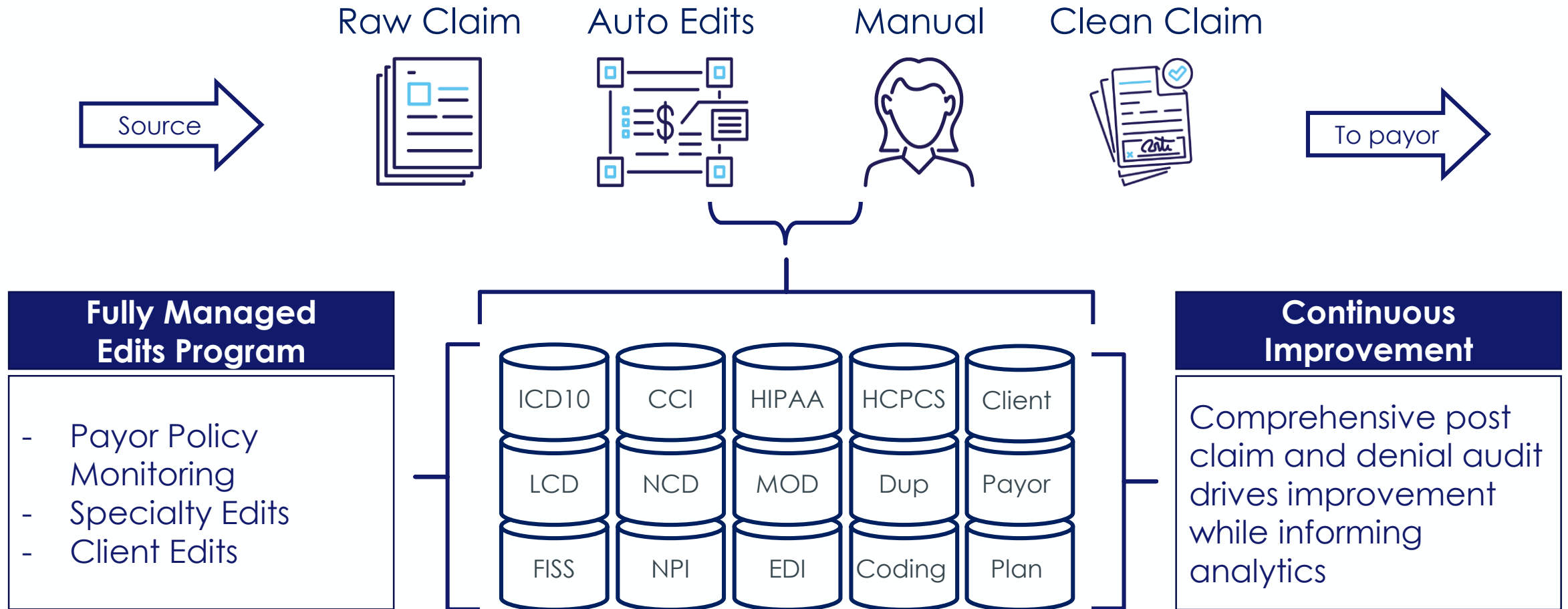
Verify, Identify and Execute on All Funding Sources Coverage Discovery



- 10-60% (avg. 35% in EMS) of self-pay & demo/ COB denials have correctable medical coverage
- Leverages hundreds of data sources and proprietary analytics to correct claims
- Integrated waterfall methodology triggers discovery based on failed eligibility or denial class
- Resolved \$700M+ in AR and generated \$200M+ in recovered revenue for our clients in 2019

Revenue Cycle Management - Front-End Edits

Clean Claim Edit Management



Nationwide All Payer Medical Attachments

Digitizing transactions to reduce administrative burdens and accelerate our clients cash

The Problem:

Manual and non-standardized digital processes are inefficient and expensive



94% of attachments use manual processes like mail and fax, potentially misplacing documents and introducing delays¹



100M claim attachments are sent annually¹



Industry estimates savings between **\$2.15-\$5.72** per attachment by converting to electronic submission²



22X faster claim adjudication through electronic attachments vs mail³

Change Healthcare's Solution:

- Centralized attachments hub for distribution across all channels and point solutions, proven at scale
- Attachments are guaranteed to be delivered to any U.S. payer
- Attachments can be provided through APIs, Web Portals and/or electronic data interchange
 - Length of time: Throughout the day

NOTE: (1) Source: 2017 Council for Affordable Quality Healthcare (CAQH) Index Report
(2) Source: 2016 and 2017 Council for Affordable Quality Healthcare (CAQH) Index Report
(3) Source: 2019 CAQH Core Report on Attachments (As reported by providers)

Team Advocate – An Ai-enabled Workflow Engine* Drives Focus And Efficiency Through Intelligent Queuing To Improve Business Performance

From:

- △ Task Assignments logic differ per specialty and within offices
- △ Team member productivity not available or manually tracked
- △ Multiple disparate reports on individual office performance
- △ Unable to quickly understand what work is providing value



To:

- △ Assigns the highest scored encounter/claim to each team member at the right time
- △ Automatically captures productivity
- △ Measure's success rate by team member
- △ KPIs can be viewed by specialty, location, team member, etc.
- △ Models continuously learn for ongoing refinements

**Patent Pending*

Accounts Receivable Management

- Miscellaneous Accounts Receivable Follow Up

Our Communication and Payment Services are Focused on Helping our Clients Get Paid



Return Mail Manager

- Receive back any returned mail
- Log return mail and automated generation of failure reporting
- Destruction of all Returned Mail
- Additional functionality available such as skip tracing, automated correction and remail

Service Offering	LEVEL 1	LEVEL 2	LEVEL 3
Receive and process patient statement or invoice	●	●	●
Securely destroy mail	●	●	●
Perform skip trace to search for new address		●	●
Create a new mailer with updated address			●
Re-mail patient statement or invoice to updated address			●

NOTE: All service levels include customer status reports. Levels 2 and 3 reporting contains updated patient address information.

Reporting - Reporting

Business Intelligence Reporting

Business Performance
Insights – How Results are
Quantified and Measured



Powered by:



- △ A Department cannot manage what they cannot measure
- △ Based on Best-in-Class Reporting Technology from Business Objects
- △ True web-based reporting versus viewing reports over the web
- △ Provides ability to view and analyze by different criteria
 - Standard Reports
 - Interactive Daily Dashboards
 - Ad-Hoc Reporting Capabilities
 - Key Metric Indicators (KPIs)
- △ Unlimited data mining, forecasting, and custom analysis
- △ All Reports can be Easily Customized by the User

Miscellaneous - Mitigating Risks

Gold Standard Compliance



- △ Compliance Program meets or exceeds the HHS-OIG “Model Guidance Standard for 3rd Party Billing Companies”
- △ Full-time staff of compliance experts (25) – \$7M Annual Budget
- △ Certified Professional Coders specifically trained in EMS, audited quarterly
- △ Privacy and Data Security Expertise, background checks, exclusion screening
- △ Compliance and Documentation Training - including HIPAA guidance
- △ Dedicated Information Security Program focused on cyber-security and data loss prevention
- △ PCI Level 1 Certified- Paperless credit card processing

Multilayered Approach to Information Security and Compliance



Information Security Organization	Comprehensive Policy	Threat-Based Maturity Model	Information Sharing Member	Certifications & Attestations
<ul style="list-style-type: none">• Global CISO & InfoSec• 90+ and growing certified team	<ul style="list-style-type: none">• Primarily Based on HITRUST CSF	<ul style="list-style-type: none">• Drives Strategy and Measures Progress	<ul style="list-style-type: none">• H-ISAC• HITRUST	<ul style="list-style-type: none">• HITRUST Certification• EHNAC, ISO27001, PCI, HIPAA, FISMA, DoDI 8582, CMS-ARS, SOX, SSAE-18 SOC 1/2

Industry Practices and Technical Controls

- Threat & Vulnerability Management
- Secure Development Life Cycle
- Security Architecture & Engineering
- Vendor Risk Management program
- Threat Intelligence program

- Comprehensive Incident Response
- Security Operation Center
- Perimeter Security (WAFS, IDS/IPS)
- Data Loss Prevention(DLP)
- Secure email/file transfer
- Encryption (transit, at rest, portable devices)

- Enterprise Endpoint Protection, Antivirus, Anti-malware
- File integrity monitoring
- Mobile Device Management
- Security Information and Event Management (SIEM)
- Database Activity Monitoring

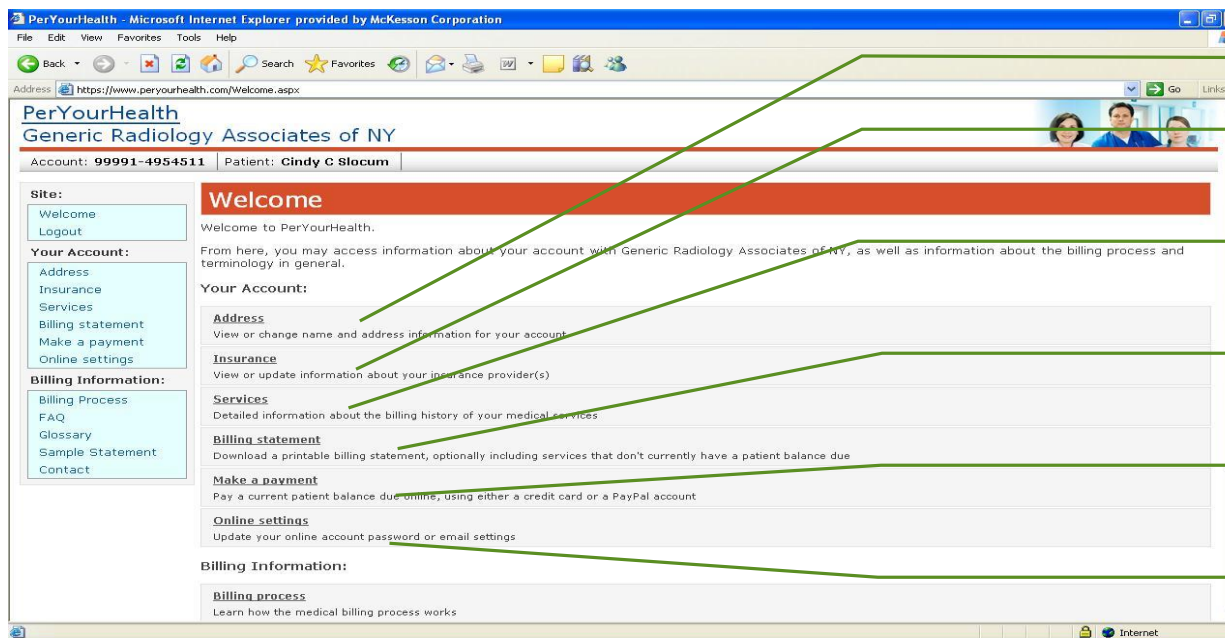
Patient Portal

The Web-Based Patient Portal offers self service secure access to patients for:

- △ Validation of their demographic and insurance information
- △ View detailed transaction information for their EMS Transport
- △ Ability to download their billing statements
- △ Make on-line payments
- △ Ability to capture patient e-signature to meet Medicare requirements

PerYourHealth

**Experienced-based
Technology**



Address
View/ Update

Insurance
View/ Add/ Update

Services
View Service History

Billing Statement
View/ Print Statement

Make Payment
Make online Payment

Online settings
Change online
settings