e-care...

Serving the U.S Healthcare Industry for 18 years...

Healthcare Revenue Cycle Management
Are you working with the $ Genie?

Are you working with a Partner or a Vendor?

A Partner is like a Genie who is versatile enough to cater to all your requirements!
e-care – An Overview

A partner should have both good experience and deep expertise in the area of Medical Billing. e-care has both - which can be leveraged for your organization

- 50+ clients across 25 states in the continental US and Hawaii
- Operations team has more than 150 years of cumulative experience
- Established in the year 2000
- 18 Years in the business and growing
- 1000+ employees
- Offices in the US (Sales & CRM) and India (3 centers)
- ISO 9001 and 27001 certified
- SSAE 18 Certified
- Focus on Healthcare Services only

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## e-care Performance Statistics - 2017

<table>
<thead>
<tr>
<th>e-care Performance stats for 2017</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Charges processed for value</td>
<td>$1 Billion</td>
</tr>
<tr>
<td>Demo Entered</td>
<td>700,000</td>
</tr>
<tr>
<td>Payment posted (No. of Line-items posted)</td>
<td>&gt; 5.5 million lines</td>
</tr>
<tr>
<td>Value of Payments posted</td>
<td>$ 500 million</td>
</tr>
<tr>
<td>Coding (No. of charts Coded)</td>
<td>&gt; 1.5 million</td>
</tr>
<tr>
<td>AR collected</td>
<td>$ 300 million</td>
</tr>
<tr>
<td>AR handled</td>
<td>$1.6 Billion</td>
</tr>
<tr>
<td>No. of charges entered</td>
<td>&gt; 400 million</td>
</tr>
<tr>
<td>Insurance Verification</td>
<td>550,000</td>
</tr>
<tr>
<td>No. of pages Indexed</td>
<td>&gt;11 million</td>
</tr>
</tbody>
</table>
How is a partner different?

- Keeps tabs on changes in rules and notifies client
- Learns best practices across various clients and uses them for benchmarking
- Gives feedback on process related improvements
- Takes up new service lines so that clients can leverage for business
- Assists clients with getting new business for mutual growth
- Evaluates software, tools etc. and gives feedback for adoption
- Provides insights on trends so that client can share with Practice
Revenue Cycle Management Process

Demographics Entry

Coding & Coding Audits

Charge Scrubbing & Charge Entry

Payment Posting from EOB/ERA/Remits

Denial Management & Appeals

Claims Transmission & handling Rejections

Secondary Billing

A/R Follow-up

Re-transmission
Want To Expand Your Business?

e-care can help…

Got a new prospect on a Billing system or Specialty that you have not worked before?

- e-care has expertise with more than 28 different Billing software. Our clients routinely leverage our expertise to sign-up new customers.
- e-care will not only help you with your existing customers, but also a prospective customer with a new Specialty.
- e-care’s experience handling 25+ specialties will supplement your Specialty mix and expertise.

Proprietary and Confidential
See what our clients say!

Our clients are not just satisfied, they are happy...

Our client in Tampa, Florida

In 2001, we partnered with ecare India Private Limited for certain support services, such as data entry, A/R follow up, payment posting and numerous additional services.

During this period, while we have had to end relationships with other BPO companies, we continue to be extremely pleased with our working partnership with ecare. Their level of service remains efficient, effective and superior to other similar companies providing these services. We will continue to rely on its partnership with ecare for the continued growth of our company and to ensure our ability to continue to provide levels of service which exceed national benchmarks.

In closing we strongly recommends that you seriously consider ecare as a potential partner and provider of BPO services for your organization.

Our client in Louisiana

eCare has enabled us to quickly add new services for our clients with minimal startup time and cost. They also enable us to deliver expertise to our clients in a fashion and in arenas that we would simply not be able to provide in-house.

Our client in Frankfort, Kentucky

“My experience with the ecare Team has been extremely positive! While significantly reducing our cost of doing business, ecare’s professionalism and efficiency has been unsurpassed! I would highly recommend them to any business.”
Solutions – A Step Ahead

Pre Authorization/ Prior Certification – Federal, State and Commercial Payers

Insurance Eligibility/ Benefits Verification – Basic and Advance Verification through both Websites and Calling

Physician Credentialing - Medicare (Paper/online), Medicare DME, Medicaid / CAQH / Multiplan, Commercials and Workers Comp

Medical Record Review / Code Abstraction / Chart Summarization – Summary of past Medical Records
Solutions – A Step Ahead

Post-Encounter Billing Services

- Coding – ICD-9 & 10, CPT, HCPCS, CDT
- Automated Claim status services
- Coding Review – HCC, DRG, HEDIS
- Insurance AR follow-up, Denials, Appeals
- Charge Entry
- Old AR evaluation, Re-filing, Appeals, Completion
- ERA/Manual posting, Reconciliation

Proprietary and Confidential
Solutions – A Step Ahead

Value Added Services

- EDI Set-up - 276/277 (Claim Status) and 270/271 (Eligibility and Benefits verification)
- Indexing – Filing Paper Medical Records in Document Management System or Practice Management System
- Data Migration – Legacy to new PMS while migrating from one billing software to another
- Customized Reporting – Weekly Clarification Logs, Monthly Review Presentation, Reports taken from Work Flow Management Tool
<table>
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<th>Major Specialties handled</th>
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</thead>
<tbody>
<tr>
<td><strong>Anesthesia</strong></td>
</tr>
<tr>
<td><strong>Psychiatry</strong></td>
</tr>
<tr>
<td><strong>Neurology</strong></td>
</tr>
<tr>
<td><strong>Pulmonary</strong></td>
</tr>
<tr>
<td><strong>Otolaryngology</strong></td>
</tr>
<tr>
<td><strong>Dental</strong></td>
</tr>
<tr>
<td><strong>Urology</strong></td>
</tr>
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</table>
Expertise on Major Billing Platforms
Compliance and Information Security

Other measures to ensure PHI protection

**PHYSICAL SECURITY**
- Paperless environment
- Confidentiality Agreement
- Tripe layer Access Control – ID & Access card and Bio-metric
- CCTV Monitoring
- No Mobile Phones inside work floor for Agents and Supervisors

**NETWORK SECURITY**
- Restricted Internal email, Server level folder access
- Automatic system-lock when inactive
- Restricted Internet access incl. web based email services, viz. Gmail, Yahoo, Hotmail etc.
- Unique user credential for employees to access systems
Compliance and Information Security

e-care India is ISO 9001:2008 and ISO 27001:2013 certified
SSAE 18 Certified
Business Continuity Plan

A benefit of working with a Partner is to have a Disaster Recovery Center which will continue to operate during Emergency situations.

e-care provides Disaster Recovery and Business Continuity from its 3rd center located 400 miles to the south from the other 2 centers.

This center is independent, and can handle critical work when the main centers are down due to Natural calamities.

A Partner should have the capability to continue services even during Emergency situations.
Quality – Our Main Concept

- Effectively maintaining the Quality Management system
- Benchmarking for continuous improvement and achieving Six Sigma levels
- Ongoing Training and Development (T&D) of staff
- Rigorous quality control (QC) through every step of the process workflow
- Granular tracking of error rates and production efficiencies
- Treating repeated errors as ‘red flags’, identifying and effectively correcting the root causes
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