

# AVAILABLE SERVICES & DESCRIPTION

<u>SERVICE ITEM</u>	<u>DESCRIPTION</u>
Install EHS Billing Software	Alliance staff will create EHS software access protocol on the customer's equipment at the customer's location(s). Typically this is accomplished remotely. This service includes training Medical Provider(s) staff.
Database Setup	Alliance staff will create all necessary customer data elements on its primary server where the EHS software is housed. The customer will advise ABS of the practice specific data elements they require thus facilitating individualized connections that address the provider's specific needs.
Enrollment in EDI & EFT Programs	Payor enrollment packages will be prepared for the customer's completion. Alliance staff will coordinate and assist with the completion of all necessary documents with each payor to insure that claims may be received electronically. Payor warrants are electronically deposited in the customer's bank of choice. When available, arrangements will be made for the Electronic 835 Remittances to be sent to the Alliance clearinghouse.
Lock Box Setup	Alliance staff will establish a mechanism to electronically deposit Payer warrant funds into the customer's bank of choice account. The secure deposit will receive all Payor remittances and warrants. The remittances will be received by the Alliance staff and imaged for secure filing. The account monies will be assigned to the customer's account.
Electronic Submission of Claim Prepared From Provider Encounter Form	Alliance staff will create the customer's medical claims from the customer's patient encounter forms delivered to the Alliance office. Patient encounter forms may be faxed to the Alliance office or mailed to the Alliance office. The medical claims will be batched and electronically submitted through its clearinghouse to the appropriate Payers.
Electronic Submission of Provider Prepared Claims	Alliance staff will retrieve the customer's batched medical claims from its primary server and will electronically submit the medical claims through its clearinghouse to the appropriate Payers.
Paper Submission of Claims	Alliance staff will create and mail hard copy medical claims for those Payers that do not receive electronic medical claims.

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Follow-up of Denied Claims	Alliance staff will pursue Payor denied claims for satisfactory resolution. Follow-up documentation from the customer must be provided in a timely manner in order to meet filing deadlines. Follow-up of Denied Claims for the Option I customers is a "no-charge" service. Collection for a Payor's non-covered and non-payable medical services from the patient will be the responsibility of the customer.
Electronic Payment & Rejection Posting	Alliance staff will electronically post the 835 Remittance into the customer's EHS database when it is made available by the Payor.
Manual Payment & Rejection Posting	Alliance staff will manually post the Payor's Remittance payments and rejections into the customer's EHS database. Follow-up of denied claims require the manual payment & rejection posting be accomplished by the Alliance staff.
Electronic Medical Records	Alliance staff will make available the EHS software's Electronic Medical Records feature for those customer's requesting a "paperless" medical record's system. Virtual Children's Health Centers (CHC) is available for purchasing electronic equipment needed.
Medcin	EHS software makes available to the clinician information pertaining to prescribed drugs as well as drug - drug interactions of the patient's prescribed drugs.
Patient Statements	Alliance staff will generate Patient Statements for the customer's "self-pay" patients and medical services that are non-covered or determined to be non-payable by the Payor. Collection will be the responsibility of the customer.
Customized Report Creation	Alliance staff will use the EHS software's Business Objects to create specialized reports requested by the customer.
Medical Billing Consultation	Alliance staff will provide expert Medical Billing consultation services when requested by the customer.