

AVAILABLE SERVICES & DESCRIPTION

<u>SERVICE ITEM</u>	<u>DESCRIPTION</u>
Internet Access to the Billing Software	Alliance staff will create access protocol to the Practice Management System on the customer's equipment at the customer's location(s). Typically this is accomplished remotely. This service includes training of the Medical Provider(s) staff.
Enrollment in EDI & EFT Programs	Payer 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 Payer to insure that claims may be received electronically. Payer 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 Payer 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	The provider may choose to have Alliance staff create the customer's medical claims from the customer's patient encounter forms when 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	Most providers choose to have Alliance staff retrieve the customer's batched medical claims from its primary server and 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 Payer denied claims for satisfactory resolution. Follow-up documentation from the customer must be provided in a timely manner in order to meet filing deadlines. Collection for a Payer'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 database when it is made available by the Payer.
Manual Payment & Rejection Posting	Alliance staff will manually post the Payer's Remittance payments and rejections into the customer's 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 Practice Management System Electronic Medical Records (EMR) feature for those customer's requesting a "paperless" medical record's system. Virtual Community Health Centers (CHC) is available for purchasing electronic equipment needed.
Medcin	Practice Management 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 Payer. Collection will be the responsibility of the customer.
Customized Report Creation	Alliance staff will use the Practice Management software's report creation tool 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.