

SurePayHealth



SurePayHealth® helps hospitals and clinics accelerate collections and control the revenue cycle.

Increasing Point Of Service Cash Collections

More patients are presenting for service with high-deductible commercial health insurance or Consumer-Directed Health Plans (CDHPs) or high-deductible Health Savings Accounts (HSAs). Recondo Technology offers a unique approach for helping providers calculate and present an accurate statement of patient financial responsibility at Point of Service, and collect that money prior to service.

The Recondo® SurePayHealth (SPH) service accurately calculates how much of the statement is owed by the patient and that calculation is available to the provider and patient before care is delivered. SurePayHealth provides the calculation and statement in real-time and is fully automated.

SurePayHealth Delivers Significant Benefits

- Increase upfront cash collections
- Reduce bad debt and write-offs
- Save monthly fees from your eligibility vendor
- Reduce cost of mailing statements and managing returned mail
- Increase staff efficiency and productivity

Reduces Bad Debt and Write-Offs

Today SurePayHealth is helping hospitals and other providers across the US to verify patient identity and insurance eligibility, and to calculate an accurate patient statement at Point of Service. By ensuring data quality on the front end of the revenue cycle, hospitals can reduce back-office rework as well as full time employees (FTEs) required to manage bad debt and write-offs.

**The SurePayHealth result:
collect more cash,
reduce bad debt
and write-offs,
and increase your
hospital's profits.**

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ESTIMATED PATIENT RESPONSIBILITY PORTION SUMMARY - INSURED PATIENTS

Patient Name: Betty Fashion Date Of Service: 04/02/2010 Account Number: R023046595
Patient Type: Inpatient Attending Physician:
Medical Service: Surgery Surgeon:

Benefit Details (received from your insurance company 04/02/2010)			
Individual Deductible	\$1,500.00	Individual Deductible Met	\$685.13
Individual OOP	\$3,000.00	Individual OOP Met	\$685.13
Family Deductible	\$3,000.00	Family Deductible Met	\$1817.49
Family OOP	\$6,000.00	Family OOP Met	\$1817.49

Deductible:	\$814.87
Co-Payment:	\$0.00
Co-Insurance:	\$1,857.03
Non-Covered:	\$0.00
Estimated Patient Payment*:	\$2,671.90

Procedures	Annual Volume	Co-Pay Amt(\$)	Co-Pay Type	Co-Pay Max Days	Length of Stay	Co-Ins (%)	Low End Charges(\$)	High End Charges(\$)	Plan Allowed(\$)	
Hysterectomy - Total Abdominal	45				0	2	20.00	12,000.00	51,000.00	10,100.00
Totals							\$12,000.00	\$51,000.00	\$10,100.00	

This is an estimate for Care4U facility fees only and is based on similar patient with similar procedures. Actual charges will depend on what occurs during the procedure(s) and additional ancillary charges may apply. Ancillary charges may include and are not limited to services received from the following persons or groups of people: anesthesiologist, surgeon, surgical assistant, and radiologists. These charges will not be billed by Care4U and will be billed by the business providing the services.

Also not included in this estimate are extended stay charges if complications arise. Examples of extended stay charges include and are not limited to: laboratory test, medications or supplies that exceed \$100, extended recovery time, room and board, imaging exams, and/or any additional procedures or exams not included in the original estimate.

The above summary is a SurePayHealth statement, which has been de-identified according to HIPAA requirements. SurePayHealth generates and prints a complete, accurate, and easy-to-understand patient statement, detailing the patient's financial responsibility.

SurePayHealth

How Does SurePayHealth Work?

SurePayHealth processes both scheduled and non-scheduled patients through the service, and calculates the patient portion of the bill. The Recondo Revenue Cycle services team loads your patient schedule file, chargemaster, commercial payer contracts, claims history, and master patient index (MPI) into SurePayHealth.

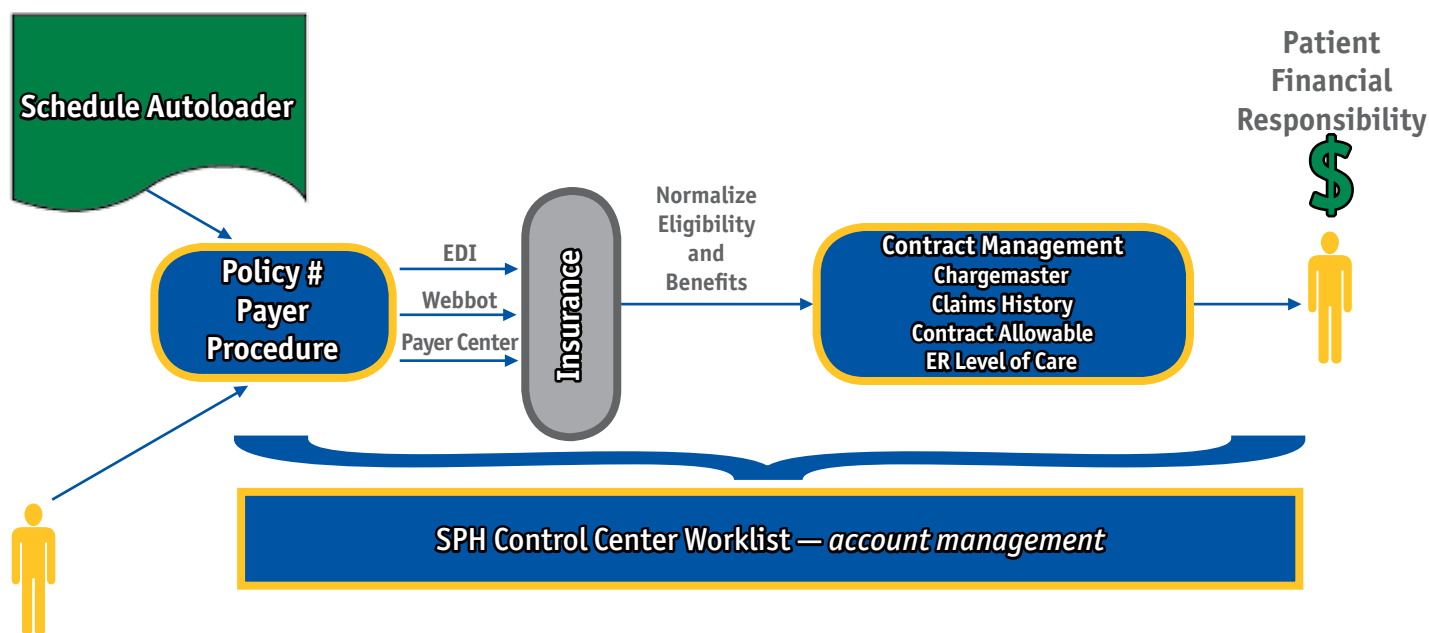
Because SurePayHealth has the industry's most extensive real-time link to payers—more than 400—and harnesses Electronic Data Interchange (EDI), webbots, and AutoCall features, the service generates a statement with an accurate calculation of patient financial responsibility, including:

- patient eligibility
- co-pays
- plan benefits
- co-insurance
- YTD deductibles
- YTD out-of-pocket status and limits

The SurePayHealth Control Center Worklist offers a wide variety of standard and custom reports to measure operational volumes, amounts, patient activity, manage exceptions, and more.



SurePayHealth has the industry's most extensive real-time link to payers including Wellpoint, UHC, Aetna, Cigna, BCBS, and Humana, and many more.



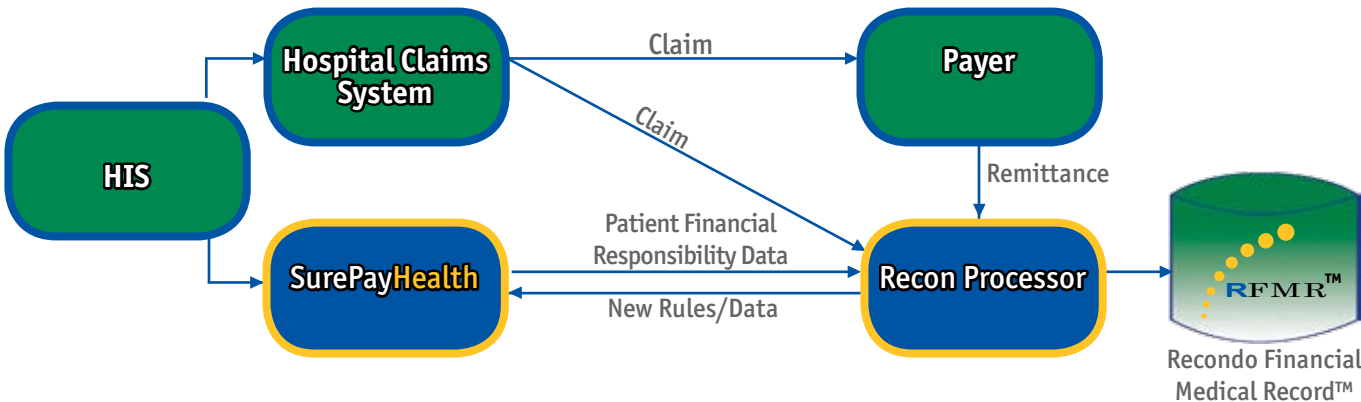
The Recon Loop

SurePayHealth, an "intelligent" service, learns as it processes more patients. The SurePayHealth Reconciliation Loop (Recon Loop) is the technology behind the service's exceptional capability. The Recon Loop features technology and processes that reconcile all the data elements of every hospital business transaction to learn from any discrepancies, inconsistencies, or "hidden" rules stored within payer contracts.

The Recon Loop checks final, adjudicated claim data, including statements of patient financial responsibility, claims history, and remittances against prior transactions,

updating each record with the reconciliation information. The Recon Loop allows SurePayHealth to "learn" by keeping the rules set and the database current with final, adjudicated, reconciled data.

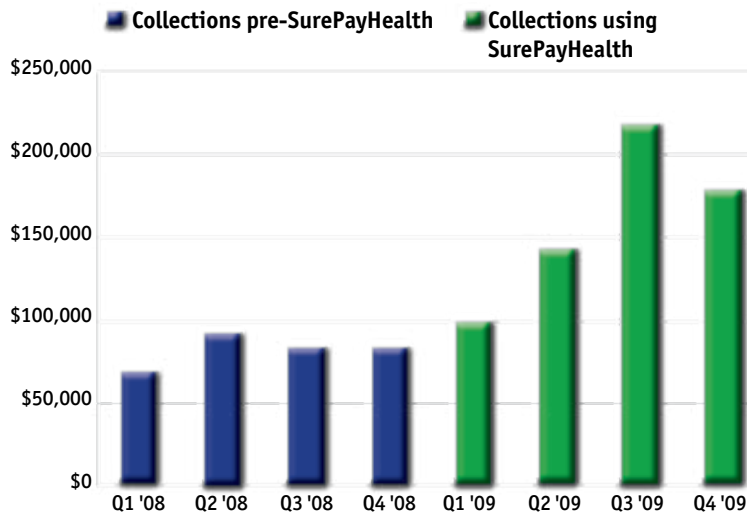
Subsequent transactions then draw upon newly learned information residing in SurePayHealth. For example, some payer plans include rules specifying a deductible for certain procedures, even after the patient has met the stated plan deductible. Recondo loads the Explanation of Benefits and the adjudicated claim, discovers the "hidden" deductible rule, and applies that rule to any subsequent procedures that apply.



Recondo SurePayHealth Quickly Pays for Itself

Hospitals pay a very affordable monthly fee for SurePayHealth. Industry data shows that a typical patient with commercial insurance owes a hospital \$200 to \$400 (on average), based on region and type of service. The payback for SurePayHealth, as one hospital says, "...can be measured in days."

SurePayHealth Collections Comparison



SurePayHealth

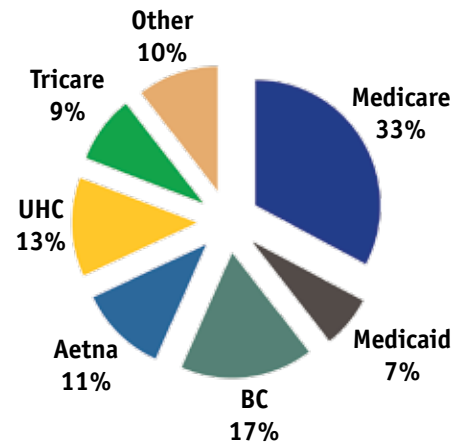
SurePayHealth *Immediate Value*

As soon as a hospital elects to use SurePayHealth, Recondo experts gather the 837 Claim Submission and 835 Claim Payment Electronic Data Interchange (EDI) transactions and load them into the SurePayHealth rules engine.

SurePayHealth uses those transactions to create analytical reports showing the payer mix, accuracy of claims submitted against claims paid, as well as of analytic claims reporting.

Unlike other analytics services, SurePayHealth takes 837/835 transactions in any format: EDI, other electronic file(s), embedded in emails, or paper copies. Recondo can quickly load these various formats into the SurePayHealth rules engine and immediately create useful and meaningful reports.

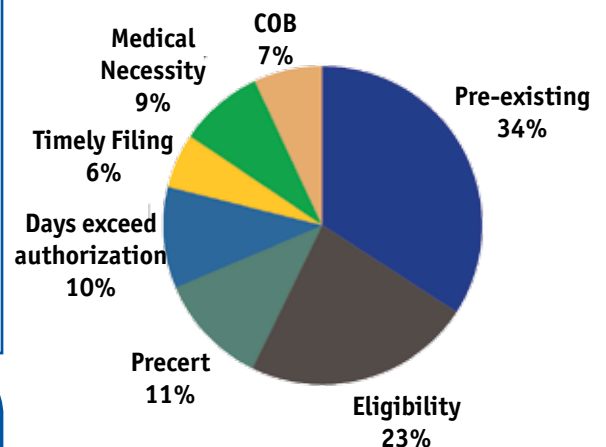
Revenue by Payer



A SurePayHealth graphic generated from your 837/835 data, showing your hospital's revenue by payer.

User	Service Date	Act Status	Last Name	First Name	SHX Ref Num	POF Chosen	POF	SHX No. Go	SHX No. Dg
PS	03/09/2010	Calculation	Fashion	Betty	\$326.18	English-Default POF	Aetna	Yes	
PS	03/09/2010	Calculation	Hammes	Alex	\$637.47	English-Default POF	United	Yes	
PS	03/10/2010	Calculation	Evans	Noah	\$232.53	English-Default POF	CIGNA	Performing Eligibility Verification	
PS	03/09/2010	Benefits	Green	Katy			Humana	Yes	
PS	03/09/2010	Calculation	Hansford	Blake	\$987.11	English-Default POF	United	Yes	
PS	03/09/2010	Calculation	Mason	Julie	\$113.40	English-Default POF	BCBS OOS	Yes	
PS	03/09/2010	Calculation	Marin	Ava	\$523.01	English-Default POF	Anthem	Yes	
PS	03/09/2010	Procedure	Romero	Luis			BCBS OOS	Yes	
PS	03/09/2010	Calculation	Moore	Richard	\$0.00	English-Default POF	United	Yes	
PS	03/09/2010	Collection	Petrov	Igor	\$3,266.10	English-Default POF	Self Pay	Yes	
PS	03/10/2010	Collection	Gingold	Jason	\$248.27	English-Default POF	CIGNA	Yes	
PS	03/10/2010	Collection	Marinet	Destiny	\$139.78	Roman-Default POF	Anthem	Yes	
PS	03/10/2010	Benefits	Vudic	Marin			Aetna	Yes	

Denial Reasons



A SurePayHealth graphic generated from your 837/835 data, showing your hospital's reasons for denial.

The SurePayHealth Control Center helps you manage patient activity and reporting. The Control Center Worklist capability shows each patient's account status and financial liability. The Control Center Worklist displays liability owed and captures the amount collected, along with reason codes and other important information.

Contact Recondo Technology today to see how SurePayHealth can help you collect more cash every day.



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