

# Health eConnex

Enterprise Paper and EDI Outsourcing Services

## The HeC Difference

*Paying too much, receiving too little? Expect More!*

*With the nation's leading universal gateway data capture and document management company, you get more.*

*Single-source, full-service healthcare outsourcing service provider for data capture, document management, and EDI transactions*

*Single pipeline for processing any paper form, EDI format, batch or real-time transaction for any payor or provider*

## Why HeC?

- **Better**
  - Proven and reliable outsourcing environment
  - Overall accuracy rating of 99.9%
  - We process ALL form types and ALL fields or just the fields required
  - High customer satisfaction rating
  - 100% network and data center uptime
  - We offer more and we guarantee our work
- **Faster**
  - Rapid, accurate, and timely implementations
  - Consistent high performance turn-a-round times
- **Less Expensive**
  - Price points are very competitive
  - All transactions are priced the same and there is no additional cost for attachments



1400 Renaissance Drive, Suite 400  
Park Ridge, Illinois 60068  
P. (888) 874-1447

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## Advantages

### Outsourcing

- Reduces administrative costs and improves the bottom line
- Costs become predictable
- Creates economies of scale
- Reduces capital outlay for in-house solutions
- No start-up fees or cost to customer for transitioning from one operation to another
- Frees critical resources to focus on core business and more important issues
- HIPAA EDI and security compliance

### Processing Environment

- U.S.- based paper and EDI outsourcing services – Eliminates the burden of paper claims without the uncertainty of shipping files or data overseas for processing
- Online claims correction for both payor and provider
- Print/mail services for those accounts not able to accept electronic submissions
- Proven and Reliable – BPO has been in production for more than seven (7) years supporting more than 500 users
- Single pipeline for paper and EDI
- Single source for outsourcing services and enabling technologies
- Reduces claim turnaround time and improves service levels

## Services

### Universal Gateway Management

- Gateway for both paper and EDI transactions
- Full mailroom outsourcing facility
- Support for all paper forms: Institutional, professional, dental, EOB(s), attachments, statements, etc.
- Paper conversion to EDI: Scanning, OCR, verification and indexing
- Document management and retrieval
- Eligibility management
- Any-to-any translation
- Claims shop repair (online error correction for all claim types)
- Portal gateway for employers and providers
  - Employers: Enrollment, claim status, eligibility, benefits, ID card request
  - Providers: Claim status, eligibility, benefits, DDE facility for medical and dental

### Cost Containment & Management

- PPO Routing
  - In-network re-pricing
  - Out-of-network fee negotiations
- Enterprise Data Management
  - Overpayment detection and analysis of claim and historical data
  - Extensive rules based editing and processing for improved accuracy
- Trading Partner Management
  - Routing and distribution
  - ERA/EFT
    - ERA data conversion from either paper or EDI
    - Processed, edited, and balanced
    - Formatted for posting to accounting system
    - Extensive tracking and reporting
    - Delivery to provider
  - Print/mail services



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