

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
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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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