# SERVICES YOU TRUST  FOR HEALTH

**Helping your do what you do best
Software and Services for the Health care Industry**



INMEDIATA

Services you trust for health.

# WHO IS INMEDIATA?

Inmediata is Services You Trust for Health. With over 15 years as the market leader, Inmediata Health Group has been at the forefront in the development of innovative and secure health information systems to reduce administrative costs and improve population health. Inmediata provides proven solutions to optimize and bring greater visibility into administrative and clinical operations. Our company has become the most trusted resource for physicians, dentists, hospitals, labs, medical schools and payers in Puerto Rico because we believe in what they do – and we are with them every step of the way!

## WHAT WE DO

Provide software and services that ensure that our thousands of customers throughout the island can manage their operations successfully. Our solutions also provide access to reliable information so that our customers work with the technology they need to guarantee the well-being and satisfaction of their patients. Inmediata's main products have transformed clinical organizations through their multiple features that increase operational productivity with our expert coding system.

## MARKETS WE SERVE

- **Hospital Systems**
- **Physicians**
- **Specialist**
- **Laboratory**
- **Payers**
- **Pharmacy**
- **Dentists**

## OUR VALUE PROPOSITION

Organizations that leverage our software and services can improve population health, enhance the patient experience and lower the cost of care.

## INNOVATION

Inmediata was founded in 2002 as a value-added intermediary, better known in the health industry as "Clearinghouse". Nowadays, beyond being a "Clearinghouse", it is the leader in the development of profitable processes that help companies with innovative platforms for the exchange of health information.

### EXPERIENCE
Over 15 years supporting more than 300 provider specialties.

### SCALE
More than 10,000 customers.

### AVAILABILITY
24/7 access using cloud-based application.

### COMPLIANCE
Compliant with HIPAA, CMS and ONC requirements.

### VALUE
No costly systems & servers to purchase.

### SECURITY
Industry leading security with our data safely stored in the cloud.

## INTEROPERABILITY

Our web-based solutions, software as a service, give our customers the flexibility to connect electronically and share data with other systems in the healthcare industry.

# SECURE EMR

Better **information**, better **access**, better **care**.

Inmediata's SecureEMR solution is a Web-based Electronic Medical Record built with an integrated billing system to capture patient and provider intake. Each patient encounter provides detail that can be used to bill the insurance company using an intelligent workflow, and the ability to easily exchange key patient data with other care sites. The system also includes an eRX where prescriptions can be provided directly to a pharmacy or can be faxed directly from the application to pharmacies.

- **Order Entry** - SecureEMR includes computerized physician order entry (aka CPOE), which allows providers to enter, store, and transmit orders.

- **Clinical Interoperability** - SecureEMR enables the transfer and receipt Health Level 7 ("HL7") CDA v1 & v2 and ADT A01 to A60, ORM - ORU, and lab results data to and from third parties using industry best practices for exchanging data.

- **Patient Portal** – The patient portal in SecureEMR is provided as a no cost solution for patients. The solution offers patients 24-hour access to their personal medical information, results, services and messages from their medical care team.

- **Charting/ Patient Records** - SecureEMR allows physicians to digitally create and store copies of the patients' chart including all clinical documentation and testing.

- **Decision Support** - SecureEMR electronically checks for drug, allergy and food interactions. It also posts alerts and can search for alternative treatments based on known interactions.

**REDUCES COST THROUGH DECREASED PAPERWORK, REDUCED DUPLICATION OF TESTING, AND IMPROVED HEALTH.**
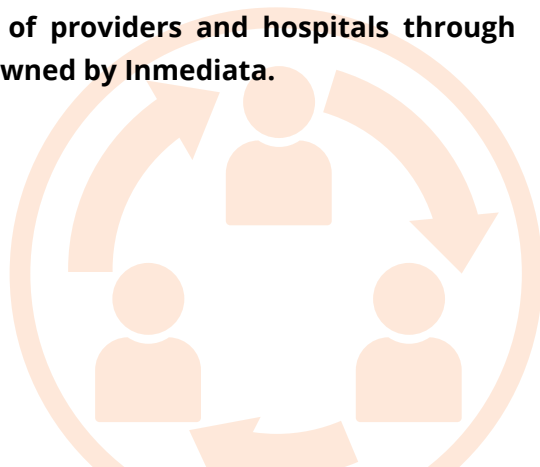
# THIRD PARTY ADMINISTRATION

# REVENUE CYCLE MANAGEMENT

## SECURE A L L Y
Stands for **integrity**.

## SECURE A R
Work with **you** towards **success**.

Manage claims and adjudication processes for payers through a reliable system.

SecureAlly is a business process outsourcing solution for claims adjudication administered by a dedicated, knowledgeable, and accessible team of professionals insuring the highest levels of timeliness and accuracy.

- **Currently managing over 1.3 million lives in Puerto Rico.**
- **Administering claims for 500k lives in government sponsored health plans.**
- **Connected with over 80% of providers and hospitals through electronic billing systems owned by Inmediata.**
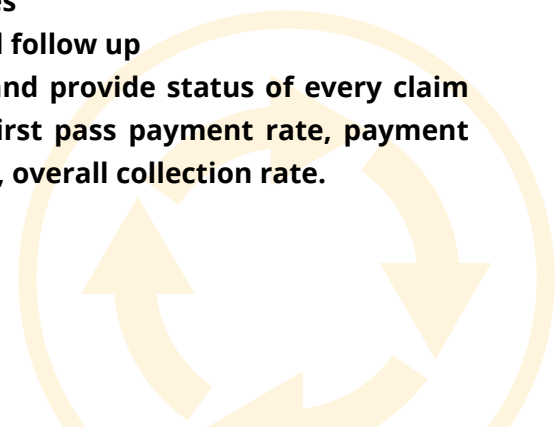
Our expert team of professionals and certified coders help you increase revenues and save time.

Keep your operations running smoothly and get your revenues growing. SecureAR combines our industry leading practice management system with an expert coding and payment accuracy

team to lower your cost of collections. Inmediata uses advanced analytics to drive quality and productivity into the revenue cycle process. This insures that claims are accurate, coded quickly, and that payment denials are repaired timely.

- **One-time accurate claim submission**
- **High first pass payment rates**
- **Payment posting, and denial follow up**
- **We measure performance and provide status of every claim including: submission lag, first pass payment rate, payment posting lag, denial follow up, overall collection rate.**

**REAL TIME ANALYTICS INCLUDE REPORTING OF EDI RUN LOGS, CLAIMS AGING, AND UTILIZATION REVIEW REPORTING.**

**IMPROVE COLLECTION-TO-BILLING RATIONS, STAY COMPLIANT AND COLLECT MORE OF WHAT YOU'VE EARNED.**

# SECURE**TRACK**

**Beyond the transmission**, an analytical **solution...**

Our clearinghouse leverages our business rules and facilitates the claims process, validations, analysis and follow-up.

SecureTrack is a full featured clearinghouse solution that seamlessly integrates with both practice management system and electronic health record solutions to bring unparalleled simplification and efficiency to the practice.

- **Verify eligibility of the patient**
- **Generate a claim for submission**
- **Apply business rules to claims**
- **Payment matching**
- **Manage the clearinghouse process using analytics**
- **Automate file transactions**

# SECURE**TRACK**
# ATTACHMENTS

**Optimize** your financial performance
with **Electronic Attachments.**

**Inmediata's SecureTrack Attachments** ad-on feature is an electronic solution for providers and payers who want to improve revenue cycle efficiency using a digital process to submit chart notes and the results from diagnostic testing.

Our solution electronically delivers the additional information as attachments to payers through an online portal that indexes the documents for both parties.
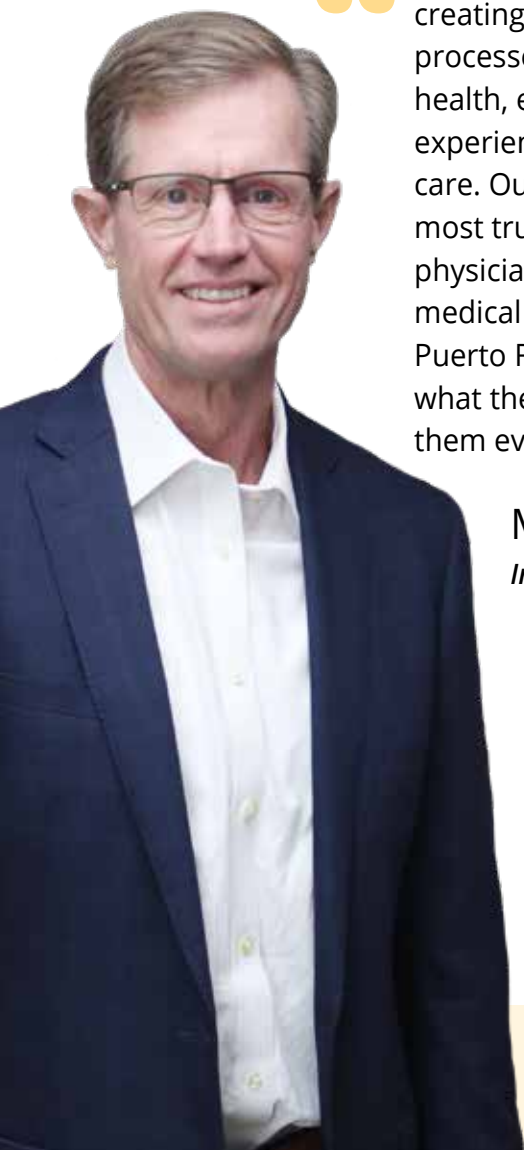
- **Allows you to connect attachments to EDI transactions**
- **Deliver files to the payer through the clearinghouse**
- **Eliminate denials in claims**
- **Preconfigure payer requirements**
- **Reduce administrative burden and reduce cost of mail and paper**
- **Reduce the probability of rejection in one step**
- **Provide necessary follow-up and manage claims**
- **Take advantage of the exclusive payer network that uses the same process for your business**
- **Improves PHI security of information**

## A MESSAGE FROM OUR CEO

"We want to make a difference by creating enabling technology and processes to improve population health, enhance the patient experience and lower the cost of care. Our company has become the most trusted resource for physicians, dentists, hospitals, labs, medical schools and payers in Puerto Rico because we believe in what they do – and we are with them every step of the way!"

### Mark Rieger
*Inmediata Health Group, CEO*

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# SECURECLAIM

**Connecting Providers** to their **patients...**
**Anytime... Anywhere.**

Our practice management solution helps the medical office reduce their administrative costs by improving productivity with a comprehensive and visible claim billing process that promotes profitability.

SecureClaim is a full featured practice management solution that seamlessly integrates with both clearinghouse and electronic health record solutions to bring unparalleled simplification and efficiency to the practice. SecureClaim supports multiple specialty types including medical, dental, allied health and ambulance. Also, supports billing for professional, dental, and institutional claims.

- **Simplifies patient registration**
- **Includes full featured clearinghouse features to check eligibility**
- **Provides electronic super bills that can be customized to the providers needs, improving billing productivity**
- **Insures you are billing from the most current libraries of procedure, modifier and diagnosis codes.**
- **Simplify payment posting by automatically processing electronic remittance advice files.**
- **Based on criteria created by the user, zero payment remittance advices are routed to a denial follow up work cue.**

# Un-paralleled support

- ✓ One call resolutions on 99% of all issues.
- ✓ Direct access to a dedicated team for customer and technical support.
- ✓ Support provided by phone, internet, chat and in person.
- ✓ Online or onsite training.
- ✓ No set up or implementation fees.

**ENHANCE THE PATIENT EXPERIENCE, IMPROVE POPULATION HEALTH AND LOWER THE COST OF CARE. ALL WHILE BEING PRODUCTIVE AND EFFICIENT.**