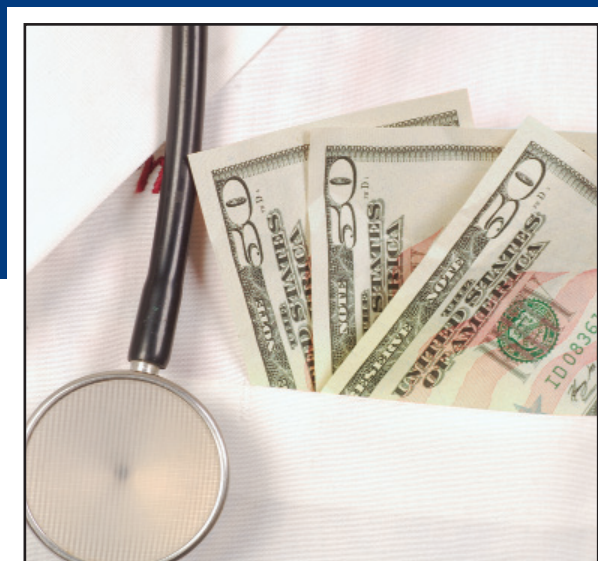


Compliance With Healthcare Reform and Other Local, State and Federal Regulations

nTelagent gives the healthcare provider a tool for defining and implementing regulatory mandates to be applied to every patient through scripting. This reduces the time spent developing policies and training staff, and ensures consistent compliance throughout the healthcare provider's environment.

Fast Return on Investment

nTelagent has proven results. When implemented throughout facilities and supported by the administrative and management staff, the results speak for themselves. In addition to increasing upfront cash, nTelagent clients increase cash on hand, reduce AR days and bad debt, reduce returned mail, identify all accounts that qualify for assistance, and follow consistent practices on all registrations all in one system –
for a fraction of the cost of other systems.



Our Retail Application for Healthcare Is the Leading Total Point-of-Service Solution For Managing Accounts Receivable



nTELAGENT

To schedule an online demo or for more information,
contact the nTelagent team today!

800.973.3957

salesinfo@ntelagent.com

www.ntelagent.com



From start to finish, **nTelagent's total solution** guides patient access staff

through each patient encounter with real-time, customized scripts.

Registration is fast, simple and accurate for all patients:

the insured, the uninsured and those qualifying for financial assistance.

nTELAGENT



Within minutes, nTelagent's Retail Application performs:

We are more than just insurance verification, more than just payment processing, more than just capacity to pay, more than just financial assistance.

Benefits of Our Completely Integrated System:

- Increase cash, decrease bad debt and AR days
- Reduce denials, returned mail, collection fees
- ID capacity to pay, financial assistance
- Set up payment terms for increased ongoing AR collection
- Improve registrar workflow, patient satisfaction
- Move revenue cycle upfront – pre-registration and POS

Real-Time Reporting

nTelagent enables supervisors, management and healthcare administrative staff to monitor employee performance, cash and individual accounts on a daily basis. Projecting future cash collections and identifying missed opportunities can be performed without running additional reports or waiting on reports to download. All nTelagent reports are real-time and can be exported into Excel format. From the simple Cash Collected by User report, to the Total Upfront AR Overview that lists detail on every account, reports enable management to control accounts receivable from account onset. Additional custom reports are provided daily, weekly and monthly in formats easy to read and share with end users.

Payment Processing

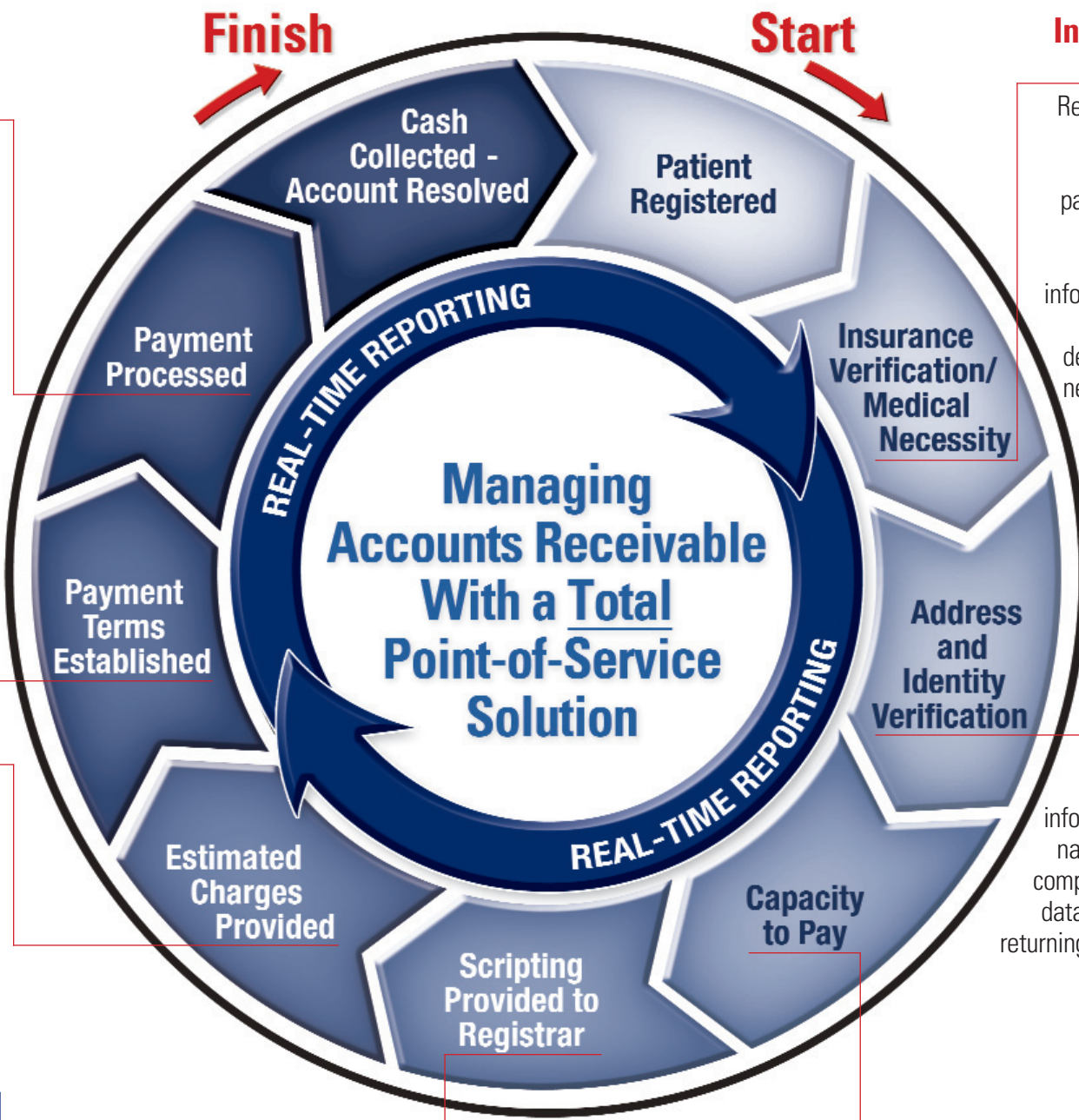
nTelagent allows registrars to accept payments via cash, check, credit card or debit card. Establishing future payments via credit/debit cards guarantees payment arrangements are met. Accurate reporting allows for same-day posting and eliminates the possibility of exhausted credit limits and returned checks.

Payment Terms and Financial Assistance

Federal Poverty Guidelines are used in conjunction with the guarantor's current financial status to determine charity and other federal assistance programs for which the patient may qualify. Individual client policies are followed for processing financial assistance accounts.

Estimated Charges via the Contract Calculator

Our Contract Calculator calculates the appropriate charges for deductible, co-pay and coinsurance at POS. With 60%-70% of outstanding patient balances due to these charges, with higher deductibles and co-pays, and with more plans using coinsurance rather than co-pays, the Contract Calculator is invaluable at providing an accurate estimate for registrars.



Insurance Verification/ Medical Necessity

Real-time insurance verification provides up-to-date benefit information for collection of patient-portion due (deductible, co-pay and coinsurance). PCP, hospice, SNF days and other information is provided to ensure clean claim filing and reduce denials. The integrated medical necessity module automatically triggers ABNs and requests for signature on the front end, and allows providers to easily determine and collect patient-due balances for procedures deemed medically unnecessary.

Address and Identity Verification

We provide a risk-free approach to verifying patient information, using only a person's name and address. Our solution compares a patient's demographic data with a proprietary database, returning identity/address verification in seconds.

Capacity to Pay (vs. Credit Scoring)

Demographic data is often more accurate than a credit score in predicting a person's capacity to pay, as it depicts current financial status (vs. bill history and creditworthiness). This is so important in today's economy where financial status can change from day to day.

Online Scripting

Designed for each hospital and patient type, nTelagent's real-time, customized scripting ensures appropriate procedures are followed for maximum POS collections, along with consistent handling of all patient accounts. nTelagent empowers registrars to do their jobs consistently, accurately and efficiently.