Hygeia's Online Repricing System

1. When and where can I access the Online Repricing System?
   The system is easily accessible through our secure Partners Portal, joining a suite of applications designed to minimize your administrative costs and improve customer service. It is available 24 hours, 7 days a week, 365 days a year — enabling you to use the system at your own convenience.

2. What types of bills can I process online?
   You will be able to process facility, physician/anesthesia bills.

3. What type of response time can I expect?
   A large number of bills will be processed and returned to you within seconds. For those requiring human intervention or facilitation, you will be notified immediately of the expected response time. The results will also indicate if the bill will be processed through the PPO Network or Claims Arbitration Services (if applicable).

4. How much information will I have to enter?
   There are a minimum number of sections that need to be populated when entering a bill online. A facility bill only requires 11 sections to be filled out and a physician/anesthesia bill requires 9. In addition, the data entry fields are tailored to the specific Hygeia service(s) you will also indicate if the bill will be processed through the PPO Network or Claims Arbitration Services (if applicable).

5. How much time will it take to enter a bill?
   The average time to enter a bill is approximately 2 minutes with minimal data entry fields.

6. Is the system HIPAA compliant?
   Our entire Partners Portal, including the Online Repricing System, is completely HIPAA compliant. Leading-edge security software, transmissions and is widely used in the financial industry.

7. How can the Online Repricing System benefit my organization?
   You have the ability to reprice bills in-house within your own operations, at any time, at your own convenience. In addition, the bill submission tool decreases administrative costs by eliminating the amount of time spent on front end and back end activities.

8. What kind of support can I expect from Hygeia when using this system?
   There are a number of resources available at Hygeia to help you work with this tool including an online help document for each section detailing the workflow and the ability to submit questions via the Partners Portal Client Service Request Form.

For additional details about Hygeia's Online Repricing Tool or the Partners Portal, contact our Client Service Department at 416-595-1094 or 1-888-249-4342.

Hygeia’s Claim Arbitration Results Outperform Silent and Stacked PPO Solutions

Signed Payment Agreements On Negotiated Discounts Eliminate Business Risk
“Combating Silent PPOs,” “Tactics For Thwarting Silent PPO Activity,” “Navigating Payment Pitfalls in Managed Care,” “HFMA Conferences Explore Compliance Priorities and Managed Care Initiatives,”...industry media headlines such as these began appearing in early 1998. A few years prior, the term “stacked PPO” emerged to describe the practice on the part of a Claims Handler, Assistance Company, TPA or Insurance payer of using more than one PPO within a geographic area to exploit the best discounts available from multiple networks. Payers that utilize multiple PPOs are in breach of contract provisions between each of the PPOs and their respective provider contracts. At the same time, the term “silent PPO” began appearing to describe a network that allowed its contracted provider list and reimbursement discounts to be used by third parties that do not identify themselves or their patients as authorized to access the PPO network prior to provision of medical services. As a result of the increase in these practices, detecting managed care fraud and abuse became hot topics at Provider conferences.

By early 2000, a growing number of healthcare law firms, managed care auditing, and recovery management companies began specializing in legal contract interpretation and stacked and silent PPO recovery strategies for medical providers.

As seemed the case for decades, healthcare payers and healthcare providers continued to “face off” in the battle over increasing medical costs on the one hand and increasing operational costs/decreasing cash flow on the other hand.

Understanding the critical needs of both parties, Hygeia’s Claim Arbitration Services continues to provide a high-performing alternative to the business risk healthcare payers face if they are participating in silent PPO or stacked PPO arrangements. These risks include discount reversal or denials, loss of access to key providers and litigation risk.

“Our savings results usually outperform these silent and stacked PPO practices, delivering industry leading discounts while operating in a compliant and legally appropriate manner,” explains Lloyd Starratt, Director of Arbitration Services.

Hygeia Claim Arbitration Services Savings Performance Analysis (12 month averages)

<table>
<thead>
<tr>
<th>Domestic Payer Claims</th>
<th>International Payer Claims</th>
</tr>
</thead>
<tbody>
<tr>
<td>% of Non-Network Dollars Discounted</td>
<td>82.1%</td>
</tr>
<tr>
<td>Arbitration Avg. Savings Rate</td>
<td>21.7%</td>
</tr>
<tr>
<td>% of Non-Network Dollars Discounted</td>
<td>83.5%</td>
</tr>
<tr>
<td>Arbitration Avg. Savings Rate</td>
<td>30.8%</td>
</tr>
<tr>
<td>Net Savings Per Millions</td>
<td>$179K</td>
</tr>
<tr>
<td>Net Savings Per Millions</td>
<td>$258K</td>
</tr>
</tbody>
</table>

...continued on page 2

Contact Hygeia...

PAYER MARKETING DEPARTMENT
877-540-9788 (toll free in North America) or 305-594-9291 ext 2265 | email:payerpartner@hygeia.net

CLIENT SERVICES
888-249-4342 (toll free in North America) or 416-595-1094

CORPORATE HEADQUARTERS
877-540-9788 (toll free in North America or 305-594-9291 | email:info@hygeia.net

We welcome your feedback and recommendations for improvements to our products and services, as well as to the content and presentation of our newsletter.

In this Issue...

HYGEIA NEWS: Hygeia's Product Enhancements Impact Clients' Profitability...page 2
Hygeia Expands Management Team...page 3
Hygeia Upgrades Partners Portal...page 3
Manatee Memorial Hospital...page 4
Wellington Regional Hospital...page 5
Hygeia Healthcare Providers Serve Top U.S. Travel Destinations...page 6
Impact of the Uninsured on U.S. Healthcare Costs...page 7
Conferences, Books, Websites...page 7

PROVIDER SPOTLIGHT: Hygeia's Online Repricing System...page 8

MARKET WATCH: Naples Community Healthcare...page 5
Wellington Regional Hospital...page 5
Impact of the Uninsured on U.S. Healthcare Costs...page 7

STAFF RECOMMENDATIONS:...page 8

Free Book Offer! Page 7