NEW SMART^Q: INFORMATION AT YOUR FINGERTIPS JUNE 8-9, 2016 | VERTEXDR CLIENT FORUM

CRYSTAL WILLIAMS, Operations Director CLAUDIA DOSSANTOS, Quality Control Analyst a MERIDIAN MEDICAL MANAGEMENT company





Please silence or turn off all electronic devices at this time. THANK YOU

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Smart^Q Agenda

- Introducing Smart^Q
- Benefits
- What are Smart Actions
- Demonstration
- Reporting
- Question/ Answer Session

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Introducing Smart^Q

- Work Queue within VertexDr housing ALL outstanding receivables, including:
 - All ERA and EOB denials
 - No response claims (claims where average processing time lapsed with no denial or payment posted)
- Ability to build worklists and assign to specific users

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Put Smart^Q to Work

Efficiency

- One time study shows
 - increased productivity by up to 86%
 - 1.9 Times Faster than Traditional Methods
- Avoid duplication of work
- Streamline workflows
- **Reduce** paper

Effectiveness

- **Real Time Assignments**
- New inventory Daily ${\color{black}\bullet}$
- Quickly identify Project work / low hanging fruit

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Put Smart^Q to Work

Quality / Accountability

- Accurate Reflection of Outstanding Inventory
- Transparency
- Real Time Refresh of inventory lacksquare
- Audit trail of actions taken by users lacksquare

Reporting

- Full Reporting Capability lacksquare
 - Productivity
 - Stats
- Sort and Filter within application and exportable to excel \bullet
- Information at Your Fingertips
- Trending •

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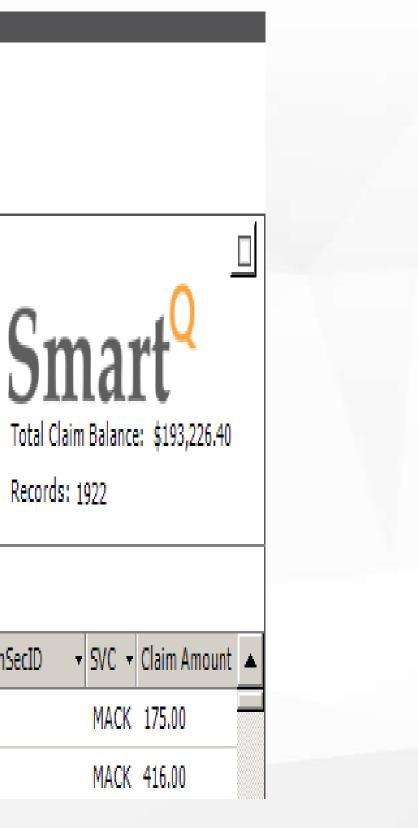


Smart^Q View

My Desktop View SmartQ: • Yes © No

Worklist:	Select Workli	st			▼	Users	Productivity	Stats		
Category:	Select Workli	st Category			▼					
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	02/25/2015	9	7044936701	3/3/2015	5/11/2017	CODING PENDING	CZP	MACK	416.00

Manager: Building a filter

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Inventory Filter:										
Filter Options										
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Manager: Building a filter

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	3	Authorization/ReferralReason
	5	Bundled Service Reason
	7	Capitation
	8	Claim Info Reason
	10	CLAIM PAYER EDITS
	11	Claim Pending Reason
	12	Coding Related Reason
	14	Contract Specialty
	15	Coordination of Benefits Reason
	16	Credentialing Related Reason
	18	Documentation Needed Reason
	20	Duplicate Reason
	22	Eligibility Reason
	24	Informational Reason - Y
	27	M3 Override Reason
	28	Medical Necessity
	29	Medical Records Request Remark
	30	No Task - No Transfer

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What are smart actions?

Automated action that records the you, reducing manual efforts.

Examples:

- Bill patient takes action to bill patient
- Claim resubmitted rebills claim to carrier

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Automated action that records the action and then takes the action for

to bill patient s claim to carrier



Smart Actions

What else can they do for you?

- Provide ability to easily audit inventory
- Provide trending
- of the inventory.

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• Rules can be applied to action codes, ensuring appropriate routing



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Personal Guarantor	Inquiry Data									
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Smart^Q Biller view

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- Manager Filter/Assign
- Employee action & Productivity report



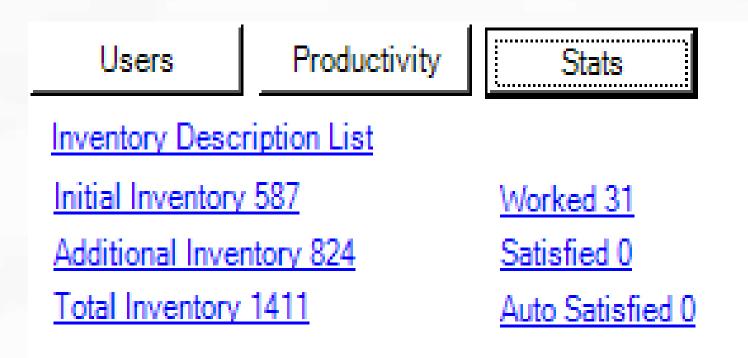
Productivity Reporting

	Α	В	С	D	E	F	G	Н	Ι	J	K
1	Action Date	ActionDescription	ActionSecl	Worklist	DaysInQ	Aging	Filing Limit	Fcls	Insurance	Last Name	First Name
2	5/25/2017 10:17	CLAIM IN PROCESS	CZP	ELIG DENY	8	7	356	SW	MEDICAID	ROTHE	JANE
3	5/25/2017 10:21	CLAIM RESUBMITTED	CZP	ELIG DENY	8	73	189	MC	RAILROAD	BOWEN	CLINTON
4	5/25/2017 10:24	CLAIM RESUBMITTED	CZP	ELIG DENY	8	14	16 4	CTC	CONNECT	MCELROY	PATRICIA
5	5/25/2017 10:25	BILLED THE PATIENT	CZP	ELIG DENY	8	7	242	MC	MEDICARE	THEOFANI	PHILIP
6	6/1/2017 14:24	BILLED THE PATIENT	CZP	INS SUB NO RESP	8	41	78	AHP	AETNA HE	CEBEREK	BRENDAN
7	6/1/2017 14:26	CLAIM RESUBMITTED	CZP	INS SUB NO RESP	8	549	-502	BCS	BLUE CRO	THOMPSO	ANDREA
8	6/1/2017 14:27	CALLED PATIENT LEFT	CZP	INS SUB NO RESP	8	353	-296	WC	WORKERS	RODRIGUE	CLAYTON
9	6/1/2017 14:27	CALLED PATIENT LEFT	CZP	INS SUB NO RESP	8	395	-338	WC	WORKERS	RODRIGUE	CLAYTON
10	6/1/2017 14:27	CLAIM IN PROCESS	CZP	INS SUB NO RESP	8	356	-342	WC	WORKERS	RODRIGUE	CLAYTON
11	6/1/2017 14:28	BILLED THE PATIENT	CZP	INS SUB NO RESP	8	204	-153	AA	AUTO ACC	NUNES JR	TRACEY-AI

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Smart^Q Total Claim Balance: \$43,999.82

Records: 306



Questions?

Presentation Available Post Forum

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VERTEXDR TRAINING PORTAL



THANK YOU!

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