

INGENIX®

Transaction Exchange: Payer Services

Executive Summary

Ingenix Transaction Exchange acts as an intelligent gateway—a single point of entry through which any healthcare business partner, i.e. provider, PMSW vendor, payer, or gateway—that connects with any payer so both sides can reap the benefits of standardized EDI.

- Simplifying connection, processing and support environments
- Enabling compliance with HIPAA standards for all transactions
- Delivering the benefits of EDI for you and your provider community

Overview

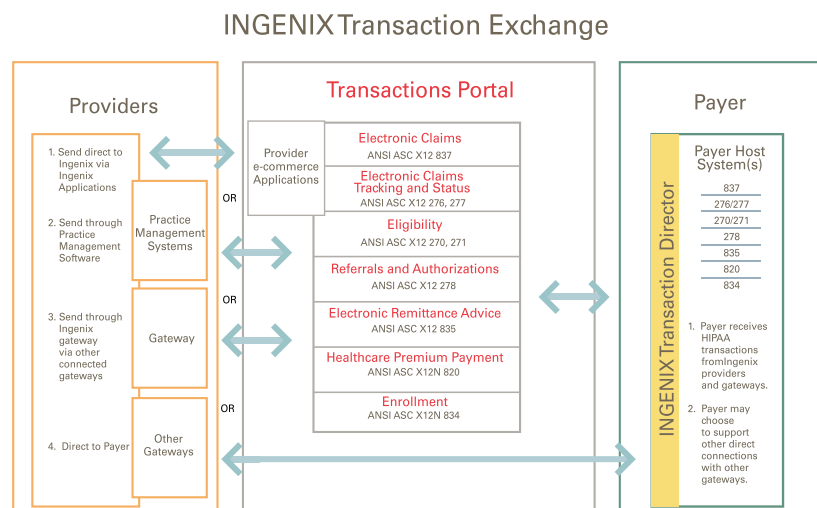
Ingenix Transaction Exchange provides payers with compliance, connectivity, routing and processing of all mandated HIPAA transactions, regardless of a payer’s or providers legacy system capabilities. Going beyond traditional “translate and forward” gateway services, our combination of advanced technology solutions with an unwavering commitment to service will help arm your organization and your provider community with the next generation of connectivity.

Service, Service, Service

We pride ourselves on our customer service as well as extensive payer list with as much as 89% of claim transactions going directly to the payer. We have put into place many business processes such as enrollment bar coding and a production support department that monitors all outbound files to ensure that our customers receive the highest level of technical support.

Open and Flexible

Ingenix has the reputation for having a very open and flexible environment, which results in quick implementations and the ability to meet your customized needs. Whether it is handling special formats or reporting needs, Ingenix will work with your specific needs.



Real-Time Responsiveness

Ingenix Transaction Exchange enables options for accessing real-time transactions. Customers can choose from receiving automated responses via our integrated solution to a co-branded queue application for provider access for all the HIPAA real-time transactions: eligibility, claim status, and referral and authorization inquiries.

Key Features 

Ingenix Transaction Exchange offers a unique service offering to our health care business partners. Unlike many service providers in the industry, we do not require exclusive or preferred agreements or limits rebate incentives; nor do we impose proprietary standards on our business partners. Our goal is to make each business partnership a mutual success—both for the short and long term, rather than dictate the terms and configuration of your operating model.

- **Minimal payer implementation fees with competitive transaction rates.**
- **Exceptional access—more than ninety gateway connections.**
- **Extensive gateway payer editing—includes duplicate checks, provider ID requirements, coding, claim accuracy checking.**
- **Superior customer account management.**
- **Comprehensive agreement including 270/271, 276/277, 835, and 837I Transactions.**
- **Proven payer/provider marketing campaign capabilities.**
- **Easy-to-use provider applications—direct data entry, file upload,**
- electronic claims tracking, eligibility, claim status, ERA's, patient statements, and patient payments.**
- **Customized payer programs including on-line enrollment, on-line customer chat feature, special discount provider pricing for target groups.**
- **Turn-key integration with Ingenix technology solutions— Claims Manager and Transaction Manager**

We have strived for simplicity in how we implement Ingenix Transaction Exchange for you. Combining today's standards with leading-edge technology, Ingenix offers a connection service that is simple to implement, maintain, and service.

- Flexible communication protocol - SecureFTP, FTP with PGP encryption, VPN
- HIPAA validation level editing - Level 1 through Level 7 available
- Optional customized payer editing and data defaulting is part of standard services
- Enhanced customized payer editing and payer routing available via Ingenix Transaction Director and Ingenix Network Director
- Multiple file formatting options - ANSI 4010, ANSI 5010, NSF, proprietary
- Payer reporting returned to customers via XML, standardized text, 277, 977
- Interface for real-time eligibility and claims status - decrease customer service calls
- Ingenix Electronic ERA Program - offer 835's electronically to contracted providers

Ingenix | Intelligence for Health Care | www.ingenix.com

From North America, call: 1-800-765-6034 • ingenuity@ingenix.com
For a list of Ingenix global office locations, please refer to our web site.

Corporate Headquarters | 12125 Technology Drive, Eden Prairie, MN 55344

Ingenix and the Ingenix logo are registered trademarks of Ingenix, Inc. All other brand or product names are trademarks or registered marks of their respective owners. Because we are continuously improving our products and services, Ingenix reserves the right to change specifications without prior notice. Ingenix is an equal opportunity employer.