



## Emergis™ Centers of Excellence

**MANAGE THE HIGH COST AND RISK ASSOCIATED WITH CATASTROPHIC CONDITIONS\_** Catastrophic claims can account for as high as a third of the medical costs for a typical health plan. With technological advances and a changing market, these costs continue to rise. The Emergis Centers of Excellence network saves payors an average of 30%, while offering patients the best chance for recovery at some of the country's top tertiary institutions.

**THE MOST COMPREHENSIVE NETWORK OF TERTIARY FACILITIES\_** Our contracts, with more than 200 regional and national tertiary facilities, make us the largest network of catastrophic and tertiary care facilities in the U.S. For patients, this means more choice of high-quality specialty services at facilities close to home or across the country. These facilities specialize in cardiovascular procedures, organ transplants, high-risk maternity and neonatal care, cancer, burns, severe injury and trauma, and HIV/AIDS treatment.

**Our network includes such distinguished institutions as:**

- Mt. Sinai
- Stanford
- Mayo Clinic
- St. Jude's Children's Hospital
- Johns Hopkins
- Scripps Foundation
- Yale

### QUALITY ASSURANCE\_

Before adding a facility to our network, we thoroughly investigate its credentials using a process based on:

- URAC quality standards for credentialing, including primary source verification of liability insurance
- Joint Commission on Accreditation of Healthcare Organizations (JCAHO) accreditation
- malpractice history checks
- an evaluation of procedures and prescreening criteria
- a review of quality-assurance procedures random site visits
- a review of procedural, clinical and outcome data-collection management

In the interests of patients, we annually review outcome data, particularly for the treatments in which a facility specializes. We also review volume capacity, service area and accommodations, such as parking, hotels and transportation for patients and families.

### MANAGING COSTS\_

#### Reasonable fees

We review procedure-specific pricing to ensure that a facility's customary charges are comparable with accepted standards.

#### Negotiated contracts

- Our negotiated contracts with each facility provide payors with a **savings range of 20 percent to 40 percent** for each facility and its services.
- Using **per diem and case rate reimbursements with inlier protection**, we have negotiated very cost-effective financial agreements with each of our network facilities.
- Per diem and case rates are fixed for the entire length of care so payors know what the medical costs will be from inception to completion. Coupled with **inlier protection**, this customized approach to facility reimbursement ensures our payor clients the best possible pricing for any procedure at any of our facilities.

#### Quarterly reports on cost savings

- Our client quarterly reports detail the type of service, number of claims, billed amounts, allowed amounts and the savings realized by using the Emergis Centers of Excellence network. On request, we can break down these savings reports by state for comparison.

### QUALITY SERVICE\_

- A team of service individuals — sales representatives, claims specialists, network specialists and client services representatives — assigned to each client
- Regular client-satisfaction surveys and calls to clients lead to additional quality initiatives
- Claims processing in less than five days; average time, three days
- Random review and audit of 5% to 10% of all claims
- Toll-free member/client service line

**EMERGIS CENTERS OF EXCELLENCE LETS PAYORS\_**

- Manage the cost and risk associated with all kinds of catastrophic conditions, including organ transplants, neonatal, oncology, cardiology and trauma
- Realize a savings from 20% to 40% on facility and procedure costs
- Enhance existing local PPO and HMO healthcare solutions with a national network of tertiary facilities for specialized care

**EMERGIS CENTERS OF EXCELLENCE GIVES MEMBERS\_**

- Access to recognized, quality focused, name-brand regional and national tertiary facilities (including 13 of the nation's 15 top hospitals\*)
- More choice of facilities for their personal healthcare and a better chance at positive outcomes in their time of greatest medical need

\*Based on a report in *U.S. News and World Report*, December 2000.

**THE BCE EMERGIS ADVANTAGE\_**

- Rapid time to market
- Highly cost-competitive
- Team of e-commerce specialists with proven expertise
- Secure, hosted environment
- Shared, state-of-the-art e-business infrastructure
- Round-the-clock technical support

**ASK FOR OUR OTHER eHEALTH SOLUTIONS**

**Emergis<sup>sm</sup> Care Management Services**  
Fully integrated medical management services

**Emergis<sup>sm</sup> Claim Repricing Services**  
Fully automated repricing processes

**Emergis<sup>sm</sup> Cost Management Strategies**  
Programs to optimize your network and out-of-network claims

**Emergis<sup>sm</sup> Health Networks**  
Benefit from contracted discounts arranged by one of the country's largest PPO networks

**Emergis<sup>sm</sup> PPO Network Management Services**  
Centralized administration for payors using multiple PPO networks

**ASK FOR OUR OTHER E-COMMERCE SOLUTIONS**

**Emergis<sup>®</sup> Buyer**  
Full e-procurement solutions

**Emergis<sup>®</sup> Seller**  
A fully managed, out-sourced selling solution

**Emergis<sup>®</sup> e-Invoicing**  
Interactive Web-based invoicing for suppliers and their trading partners

**Emergis<sup>®</sup> Electronic Bill Presentment**  
Eliminate printing and mailing costs by making bills online to your customers

**Emergis<sup>®</sup> PKI Hosting and Management Services**  
An affordable flexible way to safeguard the integrity and privacy of your electronic data

**ABOUT BCE EMERGIS\_** As a leading e-business services provider, BCE Emergis creates and operates solutions that bring enterprises together for mission-critical Internet commerce. With an emphasis on eHealth and financial services, our solutions encompass the entire commerce cycle — from order (claim) through payment — interconnecting workflows across enterprises to dramatically improve operations and lower costs. [www.emergis.com](http://www.emergis.com).

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