



CareVault® Verify 2.5

Product Overview

The Problem

Checking patient insurance eligibility before services are provided means mistakes or gaps in insurance information can be found and corrected before they can delay claims and payment. All too often, however, it takes too much staff time and effort to check patient eligibility and as a result, eligibility is not confirmed and payments are delayed or lost. This results from several factors:

- Manually verifying patients by phone or using insurance company websites is tedious and time consuming
- Each insurance company or IPA has its own site and its own unique way of operating
- Data entry errors waste staff time and delay submission of claims and receipt of payments

The consequences of such activities are numerous:

- **Costs and inefficiency:**
 - Wasted administrative staff time (manual data entry and eligibility confirmation)
 - Billing errors (incorrect insurance coverage/benefits information)
- **Risks:**
 - Cash implications of delayed payments
 - Physician bearing costs of uninsured patients
 - Write-offs of claims due to inaccurate or outdated billing information
- **Patient dissatisfaction:**
 - Unnecessary delays in visit
 - Redundant and duplicative paperwork
 - Increased customer service calls to insurance companies and providers offices to address errors, etc.

“Before CareVault Verify, 5 to 10% of my office’s revenue was at risk because we were unable to verify eligibility and benefits before a patient comes in the door!”

Owner of 3-Office Pediatric Practice

The Solution: CareVault® Verify

Introducing CareVault Verify software – the simplest and fastest way to guarantee that you know exactly what your patients’ current health plan covers, what their co-payments are, how much they have accrued in year-to-date deductibles and much more. With CareVault Verify, your office staff can:

- Quickly verify eligibility for major carriers (HMO, PPO, POS), including Aetna, Cigna, UnitedHealthcare, Health Net, Blue Cross of California, Blue Shield of California, PacifiCare, Medi-Cal and others
- One click connection to leading area IPAs
- Understand which patients need to pre-pay for coverage, and how much
- Identify changes in PCP designation, coverage or eligibility

The benefits to your practice include:

- Greater speed in collection from the insurance company – correctly the first time around
- Less staff time spent calling individual companies or logging on to multiple insurance company websites
- Decreased risk of revenues loss due to uncovered patients

Flat monthly rate – for less than most of your utility bills, you can verify all patients as many times as required. And installation is simple, and you don’t have to buy any complex software!

Because the CareVault Verify software makes it so easy to confirm healthcare insurance eligibility, office staff will now have the time to check insurance eligibility both when the patient makes an appointment (if the patient is asked to provide this information before the day of the appointment) and when the patient arrives for the appointment, ensuring the correct collection of deductibles and co-payments, aligned with the patient’s current coverage and benefits.



How Verify Works

CareVault Verify makes it simple and easy to get relevant insurance information for a single patient or a batch of several dozen in a matter of seconds.

1. Select single or batch query, select and insurance company, enter the patient's name and date of birth or member ID (or download the data from either email or USB key) and click the "Verify Insurance" button.
2. CareVault Verify automatically connects in real time to the insurance companies' systems and in seconds, returns an easy to read report showing information such as the patient's eligibility status, co-payments, co-insurance, PCP (for HMOs), deductibles and applicable limitations.
3. Print verification responses, save them electronically or import them into your PMS or EMR.

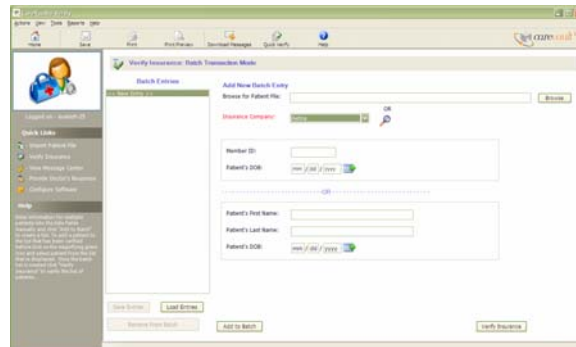
"I love it! It's simple and easy to use and it saves me almost an hour every day!"

Office Manager, Orange County

That's it! In less than a minute, CareVault Verify can automatically check the patient's information for errors, verify the patient's insurance eligibility and display or print out the plan benefit summary (including co-pays and procedures requiring pre-authorization), and save the information electronically.

Feature Summary

- A single interface simplifies staff training and lets you verify eligibility across all major plans with "one click" simplicity
- Check eligibility using the patient's name and date of birth or member ID.
- Patent pending healthcare eligibility and benefits verification technology
- Single patient verification for instantaneous queries
- Batch verification for multiple queries at the same time, across all insurance plans
- Search for a specific patient across multiple insurance concurrently
- Ability to print, save or export all responses
- Single configuration for all passwords and "one click" insurance company site logins reduce staff frustration and increase staff productivity



System Requirements

CareVault Verify runs on a standard Windows-based PC, and doesn't require complex integration and services to run. In most cases, the software can be installed and configured in less than 1 hour.

Requirements:

- Intel® Pentium® or better processor
- Internet connection (leased line, cable modem or DSL)
- Microsoft® Windows 2000 with Service Pack 2, Windows XP Professional or Home Edition
- 1GB MB of RAM
- At least 50MB of available hard-disk space

Training

CareVault offers training on Verify as part of the deployment process, at no extra charge. Generally, a 30 minute training session is all it takes to be up and running on CareVault Verify.

Support & Maintenance

Phone and email-based support is offered during regular business hours at no additional charge. If you require premium support (on-site or 24x7), we offer it through our network of partners.

Standard maintenance and upgrades are also included in the regular monthly subscription – so you always have the latest software in your office!

See a demo or get your own CareVault® Verify today!
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