

Summer Edition

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P A S S P O R T
HEALTH
COMMUNICATIONS, INC.®

> Eligibility Comes to Compliance Checker™

After the acquisition of Healthworks Alliance by Passport, one of the strategic initiatives undertaken was the integration of two previously separate specialties. Healthworks is an industry leader in medical necessity validation; Passport is an industry leader in insurance eligibility verification. The goal to bring together the distinct specialties of both companies is ramping up quickly.

Passport's OneSource® eligibility verification has been integrated within Compliance Checker™ All Payer (CCAP). While CCAP has been used predominately to validate medical necessity for Medicare outpatients, the addition of eligibility

verification allows new and existing clients to expand the use of the solution. With the correct demographics and insurances in CCAP, performing an eligibility check is as simple as one button click.

Eligibility verification within CCAP allows for double functionality using only one application, saving time and boosting the efficiency of your staff.

For more information on eligibility within CCAP, please contact Joe Modestine at (800) 335-8346 x313 or joe.modestine@passporthealth.com

> Passport Requires a National Provider Identifier

As you are aware, the Department of Health and Human Services (DHHS) requires healthcare providers to obtain a National Provider Identifier (NPI). As of October 1, 2006 any provider that conducts electronic claims and other HIPAA-related transactions, e.g., eligibility inquiries, must have an NPI.

The NPI is a single 10-digit number that will replace existing legacy provider numbers and, once assigned, is permanent and will not change regardless of changes in job or location.

Passport Customer Support must have your NPI on file by September 1, 2006 in order to avoid eligibility transaction processing interruptions for your facility.

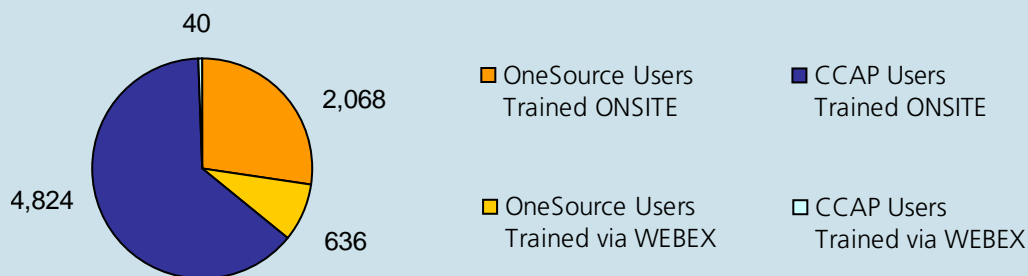
We are asking that you supply us your NPI through Passport OneSource®. After logging in, select User Info in the top right corner and then select National Provider Identifier Maintenance. Please note that only Client Administrators can view this link.

> Training Update

Passport introduced three new trainers in 2006: Kristen Byrd, Jammy Bull and Anedra Henley.

For a schedule of training sessions, please visit: www.passportonesource.com | www.hworks.com

User Training Q1 & Q2



Total Trained = 7,608 Users

> The Benefits of Ambulatory Computerized Physician Order Entry

The patient care landscape is rapidly changing to a clinically-driven, technology-managed expert system. It is a system that helps physicians deliver patient care more precisely and helps hospitals and medical service provider organizations continuously improve delivery of care.

One of the most important and feasible ways to address these changes and improve patient care, physician convenience and billing is Ambulatory Computerized Physician Order Entry (ACPOE). By definition, ACPOE is a software application or program that supports the ordering of diagnostic tests, interventions, and referrals by providers in ambulatory clinics and physician offices. ACPOE augments or replaces more traditional order methods such as paper, telephone, and facsimile.

Some of the benefits that can be recognized by automating the clinical order entry process include:

- Significant productivity gains – Order entry improves information access and creates a foundation for clinical process improvements.
- Increase physician convenience – By giving physicians greater convenience and more timely information, an organization can create stronger loyalty with their medical staff.
- Reduce medical errors – Electronic management of clinical information reduces the opportunity for human error in clinical workflow; error that can result in significant liability.
- Facilitate patient safety – Eliminates paper-based problems, including illegibility, communication breakdowns, incomplete information, and time delays.
- Enhance quality – Decreases variance by presenting clinical protocols, and patient preparation and management guidelines at the time an order is executed
- Increase efficiency and save money – Delivers assistance in selecting cost-efficient treatment alternatives; reduce redundant tests and dupli-

cate orders; and eliminate time-consuming, unnecessary activities.

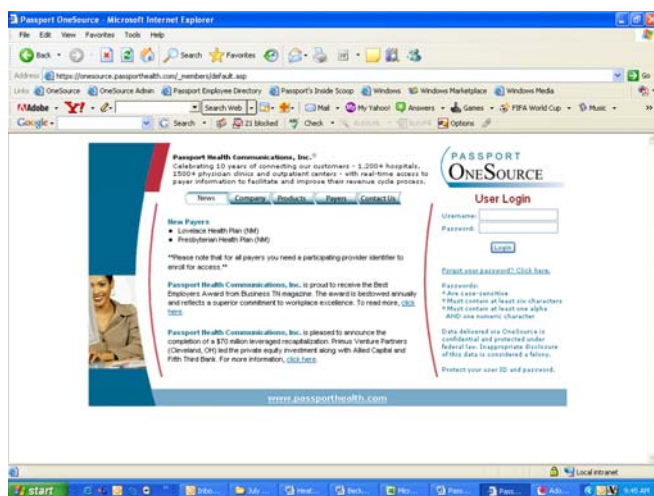
- Improve billing information – Provides billing information directly from the point of care with clinical orders allowing for improved information flow, including medical necessity validation; insurance eligibility and benefit data verification; and treatment authorization and pre-certification.
- Coordinate care teams – Coordinates real-time communication across the entire health system, eliminate unnecessary call-backs, and reduce uncertainty about the status of orders or tasks.
- Link the care continuum – Coordinates care across acute care settings and physicians' offices.

Passport recognizes the changes that are reshaping our healthcare delivery system. These changes have created a need for streamlined, cost effective, integrated operations that deliver high-quality care to all members of the community. Passport's commitment is to be on the forefront of this reform and to remain a leader in our healthcare market. Our staff are experts at clinical and financial solutions that satisfy discriminating physicians, meet the integration challenges of disparate systems, earn the support of CIOs, and most importantly, improve the quality of patient care. No matter what plans you have to satisfy physicians and improve the quality and efficiency of your clinical and financial services, Passport can help. To find out more about our solutions, please contact Max Carter at max.carter@passporthealth.com.

Want to learn more about ACPOE?

See page 7 for information on our upcoming web-based educational seminar on the benefits of ACPOE.

> New User Login Pages Provide Valuable Information



As you may have already noticed, Passport has recently redesigned our user login pages for Passport OneSource® and Compliance Checker™. You now have access to important industry news, Passport company information, press releases, product links and contact information in an easy-to-navigate tab format.

The goal of the redesign was to provide our users with information and insights to help maximize their efficiency and stay abreast of industry trends. One of the suggestions received from our annual customer satisfaction survey was that users wanted more information on Passport and our products, and this redesign was a direct result.

> Self-Pay Review Identifies Medicaid Dollars

Has your facility seen an increase in self-pay patients?
Have you noticed an increase in those claiming to be uninsured?

Passport years ago recognized the value in this overlooked pay classification and developed Self-Pay Review (SPR). With the greatest return on investment of any eligibility product on the market, this solution is a vital part of the daily operations in many of Passport's largest health systems.

The SPR product is a batch process that will:

- Increase reimbursable dollars;
- Reduce bad debt;
- Improve accounts receivable; and
- Reduce staff workload.

Numerous studies by existing customers demonstrate that between 5 and 15 percent of all active self-pay accounts are covered by Medicaid for specified dates of service. If you would like a free trial to test your potential value from SPR, please visit us at www.passporthealth.com/selfpaytrial.htm or contact us at 888-661-5657.

> Payer Update

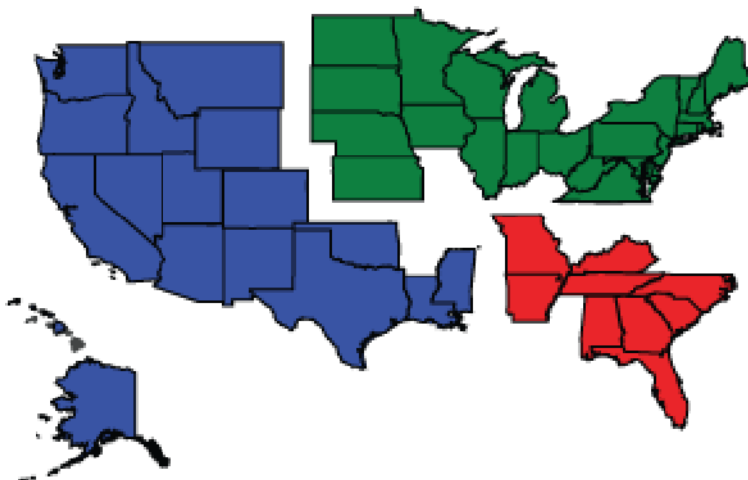
Passport's Payer Development Team continues to add to our growing All Payer List with new payers, including:

- Amerigroup
- BCBS of IL
- BCBS of KS
- Better Health Plans/Unison
- Cigna Claims Status
- KY Medicaid Claims Status
- Lovelace Health Plan
- Lovelace Salud Health Plan (Medicaid) Eligibility MVP
- Presbyterian Health Plan

To view a full list of available payers, please visit our website at www.passporthealth.com.

> Introducing Passport's Account Management Team

We believe that customer support is crucial in building the partner relationship between Passport and your facilities. In order to serve you better, we have added account managers in each region of the country as a resource to you. Our account managers are a primary liaison within Passport. They are responsible for ensuring your expectations of Passport are met and exceeded in terms of implementation and customer support as well as providing information on outstanding products and services. Account managers will assist account executives with daily needs or questions that may arise.



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> User Group Meetings Scheduled for Late Summer

Passport is pleased to announce the schedule for our 2006 User Group Meetings.

July 27, 2006
Clarion Hotel
Milwaukee, WI

August 2, 2006
Orlando Wyndham Resort
Orlando, FL

August 16, 2006
Courtyard by Marriott
Marina del Rey, CA

We host these one-day events to allow you the opportunity to:

- Participate in educational sessions on the latest healthcare topics and trends. This year's topics include: "High Deductible Health Plans and How They Impact Providers" and "LMRPs, LCD, NCD, OCE, CCI, & ABN: Operationalizing the ABC's of Medicare Compliance"
- Provide feedback on upcoming products with our User Focus Groups;
- Hear from other clients on their success with Passport products and services; and
- Learn about new Passport products and enhancements.

If you would like to attend one of these events, sign up today at www.passporthealth.com/06-ug.htm or call Becky Sargent at 888-661-5657.

> Online Credit Card Processing Facilitates Patient Payment



Designed exclusively for healthcare providers

Passport's online credit card processing, available through Passport OneSource®, allows more points-of-service for patient payment.

Features include:

- Online authorization and settlement reports;
- Usage reports at the individual user level; and
- Easy to install and use.

Upcoming features include:

- Patient payment function, which allows a patient to make payments on your facility's website;
- Scheduled payment, which allows your facility to automatically charge a patient's credit or checking account for agreed-upon future payments; and
- Echecking, which converts traditional paper checks into electronic transactions.

Please feel free to contact your account manager with any questions or concerns.

> Passport Receives Industry Awards

Passport Health Communications, Inc. is pleased to announce its recent recognition as a *Healthcare Informatics* Top 100 Companies by Revenue, as well as receiving the Best Employers Award from *Business TN* magazine.



"We are honored to receive the Top 100 Companies by Revenue award, now for the second year," states Keith Ely, President. Passport upgraded from No. 92 in 2005 to No. 65 in 2006, representing the sixth largest growth

percentage (47 percent) of all companies included in the Top 100. Thousands of IT companies participated in an online survey requesting revenue information. The ranked companies reported combined sales in excess of \$20 billion, a considerable feat against an increasingly regulated environment with aggressive market consolidation.



The *Business TN* Best Employers Award results from a two-part evaluation involving an employee survey and human resources and operational audit.

The survey solicits employee feedback related to three primary relationships -- employee to management,

employee to their respective job, and employee to employee. The audit is a detailed review of employee best practices, communication strategies, healthcare benefits and professional opportunities, to name a few criteria. Passport understands that highly satisfied employees consistently demonstrate increased productivity, quality and innovation, and we are proud have received such an award.

> Sharing Knowledge and Experience within the Healthcare and Technology Industries

Passport employees appreciate the opportunity to share knowledge and experience through publications and speaking events. We have highlighted a few of our recent events.

Patrick Harkins, Vice President Content Development
Jorge Wong, Corporate Vice President Financial Services
 "Front-End Collections and The Health Savings Account - What You Need to Know"
 WV HFMA; Roanoke, WV
 May 18, 2006

Lloyd Baker, Corporate Vice President Sales
 "Effective Electronic Eligibility Strategies"
 SCAHAM (South Carolina Association of Healthcare Administrative Managers); Columbia, SC
 June 29, 2006

Lloyd Baker, Corporate Vice President Sales
 "Integrated Eligibility Strategies"
 HMS Regional Education Seminar;
 Amelia Island, FL
 July 18, 2006

> Client Education

Friday, August 4th at 12 ET/11AM CST
Benefits of Ambulatory Computerized Physician Order Entry

Patrick Harkins, VP Content Development, is leading a web-based client education session on the benefits of Ambulatory Computerized Physician Order Entry (ACPOE). Join us to learn how you can gain a competitive edge by enabling ancillary facilities to generate and transmit electronic orders with patient financial information to appropriate hospital clinical departments.

Coming in Q3!
Markets and Trends: High Deductible Health Plans and Health Savings Accounts
 Jorge Wong, Corporate VP Financial Services, will explain how additional points of collection and improved identification of patient financial obligations allow a hospital to counterbalance the negative trends associated with high deductible health plans and underinsured patients.

Watch for an invitation via email or contact alecia.talbott@passporthealth.com to sign up.

> Tradeshow Update

Come see us at our upcoming tradeshows.

VA HFMA
 August 16-18
 Virginia Beach, VA

CAHAM (Booth #12)
 September 10-11
 Coronado, CA

Epic User Group (Booth #100)
 September 18-21
 Madison, WI

HMS Exposition
 September 20-22
 Nashville, TN

TAHFA
 September 24-26
 Fort Worth, TX

HIMSS 2006 Technology Conference
 October 2-4
 Lake Geneva, WI

THA Leadership Conference
 October 9-10
 Austin, TX

NJ HFMA
 October 11-13
 Atlantic City, NJ

MGMA
 October 22-25
 Las Vegas, NV

AAHAM (Booth #314)
 October 25-27
 Scottsdale, AZ

HFMA Region 9
 November 29- December 1
 New Orleans, LA