

# Resume for WebMD® Intergy Practice

from *WebMD Practice Services*



## Objective

To provide end-to-end, fully integrated financial and administrative solutions that enhance workflow and maximize revenue for physician practices and other provider organizations. WebMD Intergy Practice is the single source solution for practice management and is flexibly designed to streamline financial and administrative functions for every practice size and specialty.

## Qualifications

- Graphical user interface (GUI)
- Intuitive, context-sensitive online help system
- Relational database
- User and practice-specific preferences
- Customizable forms, letter and label generation
- Patient Flow Tracking for managing the patient's visit throughout the practice from Check-in to Check-out
- Automated Actions & Events help ensure the completion of tasks based on actual events in the practice
- Extensive, flexible reporting
- Electronic claims submission and remittance advice
- Document and image management
- Remote Monitoring System for proactive issue resolution
- Business intelligence reporting
- Proactive collections system
- Easy-to-use financial utilities, including Rebill Utility, for mass rebilling across batches, write-offs of small balances, and general ledger export
- Automated eligibility verification to verify insurance plan coverage for all patients or specific patients within a scheduled day
- HIPAA-ready EDI functions and all-payer claims system through WebMD Network Services
- Full suite of Intergy training CDs, with the ability to repeat training as needed
- Health Level 7 (HL7) compliant, allowing bi-directional electronic data exchange with other systems and diagnostic equipment
- Managed care functions, including capitation payment posting and reporting, seamlessly integrated with appointment scheduling and verification

## Key Development and Installation Highlights

- Represents a significant multi-year commitment to the engineering and development of a completely new, fully-integrated financial and administrative practice management solution for physicians.
- Reflects a foundation of intellectual capital gained from over 21 years of healthcare technology experience.
- Supports practices of all sizes—from single-physician practices to offices with more than 50 physicians and multiple remote sites—with growth from first installation more than two years ago to a nationwide customer base today.
- Incorporates WebMD's extensive experience in the areas of implementation, workflow enhancement and support in order to provide customers who select Intergy Practice with superior performance, ease-of-use and customer service.
- Supports phased implementation approach to avoid disruption to practice operations.
- Integrates seamlessly with Intergy EHR or other clinical offerings, eliminating duplicate data entry, reducing errors, and provides a real-time, unified administrative, financial and clinical view of patient and practice health.

## Key Technical Characteristics

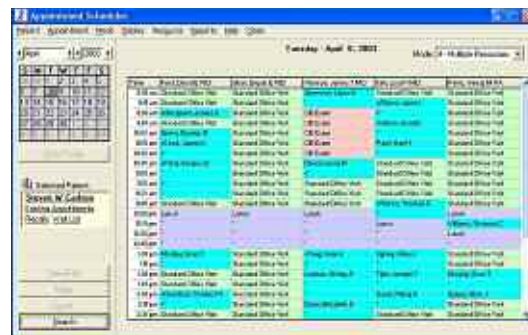
- Database: Progress Relational Database
- Server Operating System Platform: Microsoft® Windows®, AIX, HP-UX
- Workstation Operating System Platform: MS Windows 2000 and MS Windows XP Professional
- Real-time Remote Monitoring System (RMS): Provides proactive support measures, including system monitoring of queues and tolerance levels, performing remote diagnostics and other system checks unprecedented at the physician practice management system level. RMS also provides the tools to automatically download updates. Maintenance tools within the system allow the practice to schedule automatic service pack updates.
- Fault tolerance: Supports before and after-image, resulting in little or no system down-time, and virtually eliminating the possibility of data loss.
- Scalability: Relational database scales to support every type of practice—from the solo practice to a multi-site practice with thousands of physicians.
- Wireless Mobility: Wireless mobile solution designed for use with the latest tablets, wireless laptops and pocket PCs to provide real-time wireless network access to the system. Pocket PC offline mode allows the provider access to recent patient data and the ability to capture encounters while performing rounds at the hospital or other facilities.

## Distinguishing Software Highlights

- Serves as a single-source product for physician practice automation.
- EDI capability streamlines workflows by providing immediate connectivity to insurance providers, laboratories, pharmacies, third-party connectivity networks, and hospitals.
- Integrates with practice management, electronic health records, document and image management, clinical workflow management, Internet connectivity and wireless mobility solutions.
- Provides flexible management of financials with true open-item accounting and journaling capability.
- Offers sophisticated analytics and robust reporting for performance monitoring.
- Protects against unauthorized viewing and editing of confidential patient and financial information through user and role-based security levels.

## References

Various specialties nationwide, ranging from solo physicians to large multi-specialty groups. Available upon request.



Administrative—Scheduling



Financial—Patient Financial Summary