



Healthcare Advantage Solutions Discussion for I H S Partnership



March 25, 2010



Healthcare Revenue Cycle - PNC Solutions

Front End/Patient Access

Back Office/Financial Settlement

Pre-Admit/
Treatment

Admission

Discharge

Billing

Status
Check/Claims
Processing

Payment and
Remittance
Advice/
Settlement

Patient
Acct.
Updated

Follow-
Up

Patient
Prescreening
Registration/
Eligibility Real
Time and Batch
Pre-treatment
authorization/
referrals
(ANSI 270/271)
(ANSI 278)

Charge
Capture
Procedures
Performed

Medical
Record
Documen-
tation

Bill Generation/
Submission
(ANSI 837 or Print
Paper Claim)

Payor
Claims
Adjudicated

Supplemental
Billing

Insurance
Remit & Pmt
(835 ERA or
EOB)
Check/EFT

Denials
Mgmt/
Recovery

Benefits Data
Co-Pay Collection,
Reconciliation and
Posting Interface

Patient/Self
Pay Bill Print
and Mail

Claim Status
Inquiry
(ANSI 276/277)

Patient Co-Pay
Check/Other

Patient Data
Transmission
(835 or flat)

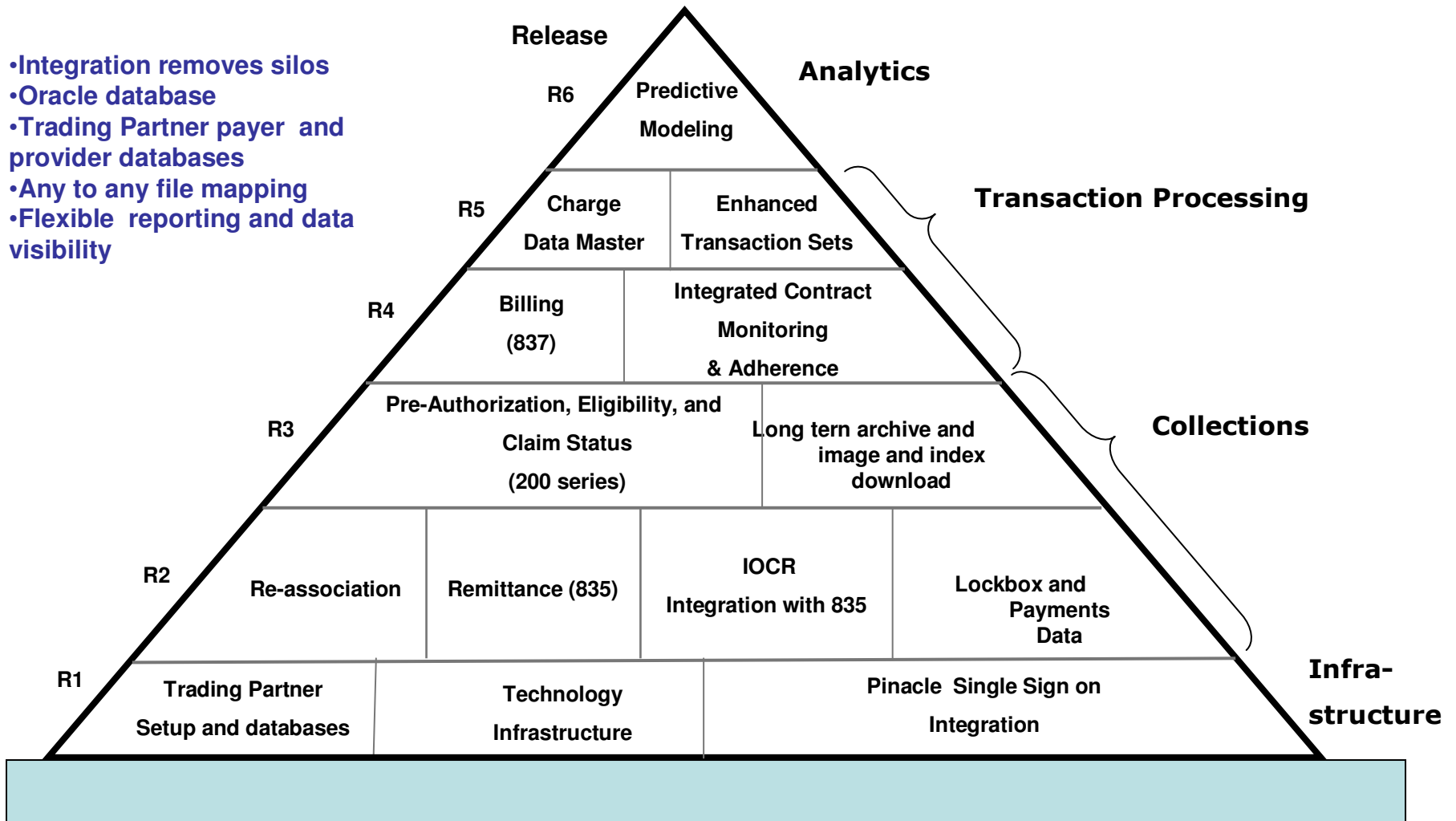


PNC Healthcare Advantage

- **\$30 million PNC investment in Healthcare capabilities using newest technology for buildout**
- **Integrated platform for data and payments and for all HIPAA transactions 200 series , 835, 837**
- **Denial Management reporting and workflow support**
- **Advanced analytics tools**
- **Contract adherence and monitoring**
- **Patient responsibility estimation**
- **Revenue Forecasting**

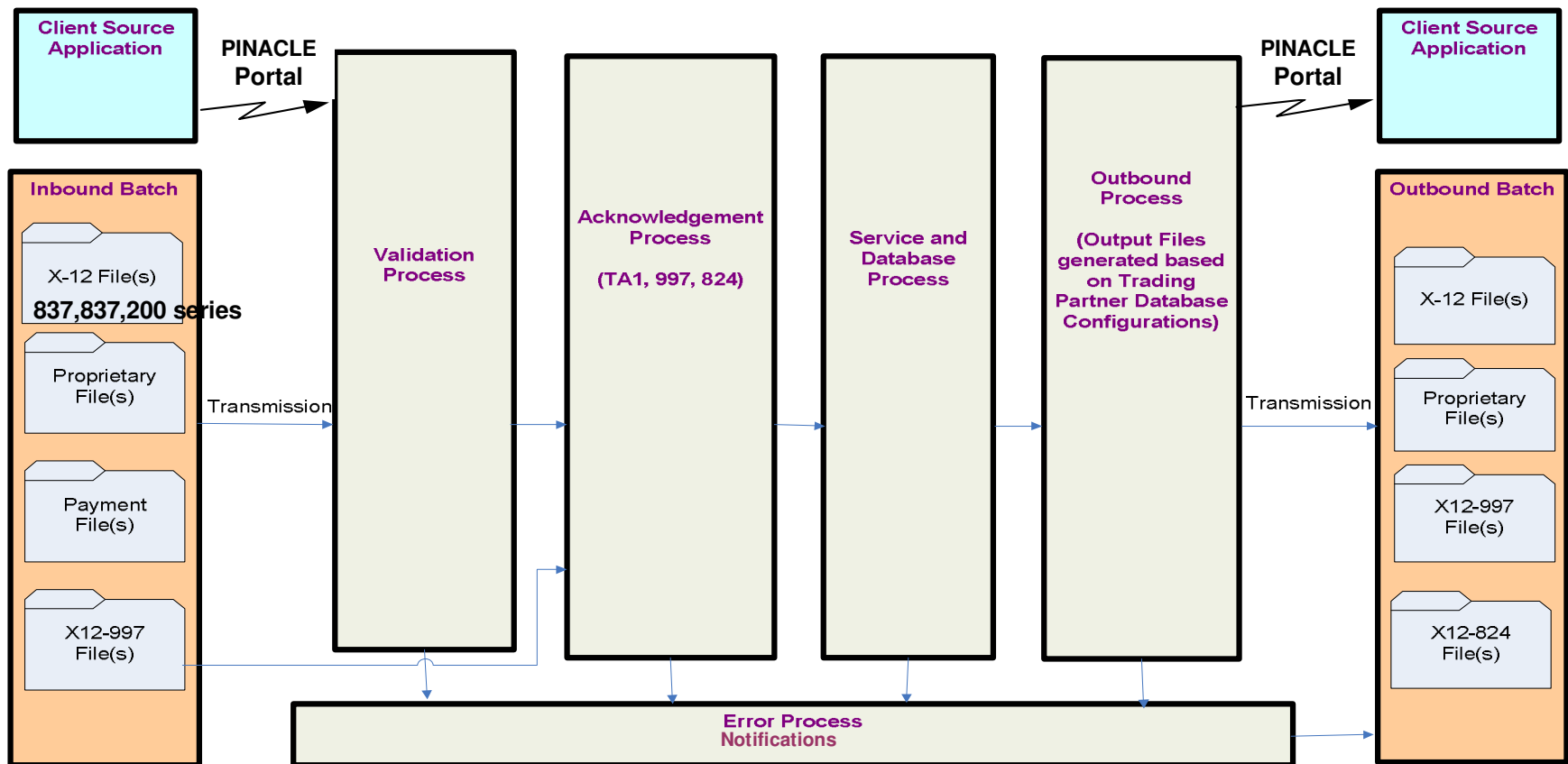
PNC Healthcare Advantage Integrated Platform

- Integration removes silos
- Oracle database
- Trading Partner payer and provider databases
- Any to any file mapping
- Flexible reporting and data visibility



Healthcare Advantage Process Flow

Healthcare Advantage High Level Process Flow





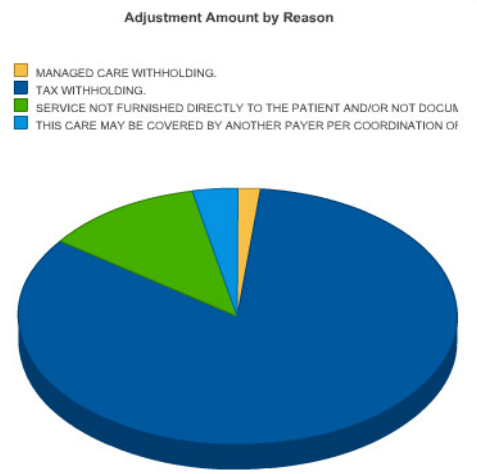
HEALTHCARE ADVANTAGE DEMO

Sample Healthcare Advantage Report

Provider Name Provider Taxid NPI Number Payer Name Adjustment Amount Range Claim Amount Range

HCA Claim Received Date - Calendar Date
 Between 2/11/2009 and 2/26/2009

HCA Adjustments by Reasons



Claim Adjustment Reason Code

HCA Adjustments Detail

Payer Name ^	Claim Adjustment Reason Code	Claim Adjustment Reason Description	Claim Number	HCA Claim Received Date - Calendar Date	Total Claim Charge Amount	Claim Payment Amount	Patient Responsibility Amount	Adjustment Amount
PittsburghUniversity	104	MANAGED CARE WITHHOLDING.	B 231908300	2/16/2009	6,000	0	0	\$100.00
	112	SERVICE NOT FURNISHED DIRECTLY TO THE PATIENT AND/OR NOT DOCUMENTED.	B 231908300	2/16/2009	6,000	0	0	\$700.00
	105	TAX WITHHOLDING.	B 231908300	2/16/2009	6,000	0	0	\$4,000.00 \$1,000.00
	22	THIS CARE MAY BE COVERED BY ANOTHER PAYER PER COORDINATION OF BENEFITS.	B 231908300	2/16/2009	6,000	0	0	\$200.00

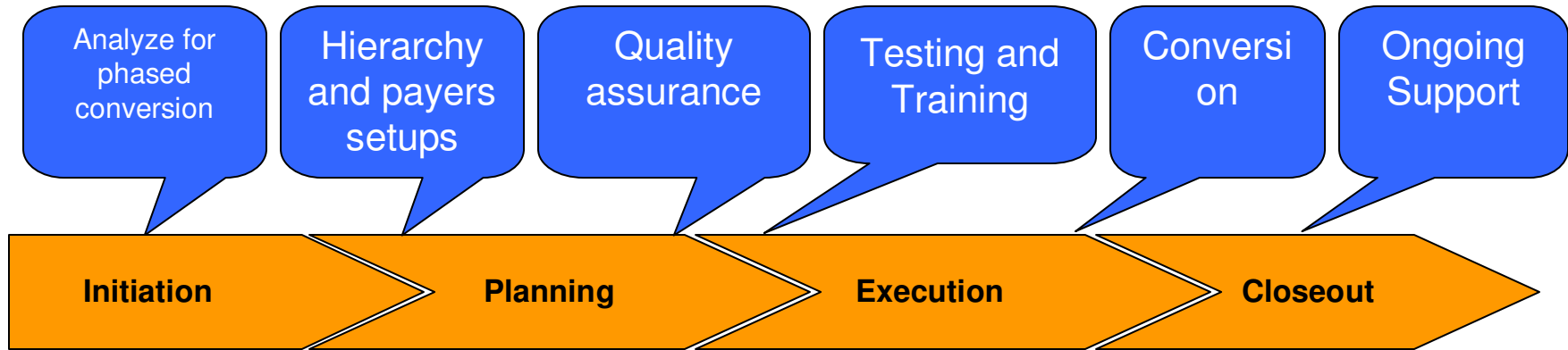
Payer Name ^	Claim Adjustment Reason Code	Claim Adjustment Reason Description	Adjustment Amount
PittsburghUniversity	104	MANAGED CARE WITHHOLDING.	\$100.00
	105	TAX WITHHOLDING.	\$5,000.00
	112	SERVICE NOT FURNISHED DIRECTLY TO THE PATIENT AND/OR NOT DOCUMENTED.	\$700.00
	22	THIS CARE MAY BE COVERED BY ANOTHER PAYER	\$200.00

Healthcare Advantage-Eligibility

- An integrated, custom healthcare software solution platform. It has expansion and customization capabilities through industry standard Service Oriented Architecture (SOA) and Oracle database technology.
- Healthcare Advantage software resides at PNC and there is no software installation required at your locations.
- Interaction with your registration or PFS systems and Healthcare Advantage can be exchanged through web services using PINACLE portal or file transmissions in EDI or other formats for batch or real time batch .
- Notification and coordination of web services, HIPAA compliant or proprietary files, or enhanced functionality can be coordinated .
- Additional implementation factors that influence the interface are the transmission protocol (Internet, T1, etc), method (push, pull, etc.), mechanism (encryption , for example), load, and frequency.
- Currently, there are approximately 300 payer responses both real time and batch and the list is growing. PNC continues to take a proactive role to engaging real time payer relationships.

Conversion to Healthcare Advantage

Key phases: Planning , Execution, and Closeout



- A conversion team will be focused on implementing your healthcare transactions on our new platform in an efficient, effective manner.
- Communication will be key as will testing and training . Your workset will be minimal however
- Your Product Client Services (PCS) group is available for ongoing support questions.



Thank you !