



www.edgeMED.com

Essential Practice Performance

Elevate your medical practice by getting paid more, and faster, using edgeMED's Essential revenue cycle management and intelligent technology.

Our priority is you.

Our story.



Welcome to edgeMED

At edgeMED, we're committed to making a difference for our customers, team members and communities. And we do it through a full-service approach, coupling the knowledge and expertise of our dedicated people with our advanced technology solutions. Our customers need a platform that opens new doors, enabling them to deliver even better patient care, manage their practice more efficiently, meet their patients' rising expectations, and comply with regulations. Our unified platform of expert revenue cycle management and intelligent technology helps medical organizations of all sizes and specialties, allowing you to more easily grow and adapt with ever-changing market conditions by building on the best of your current capabilities and making them even better.

edgeMED looks a lot different today than when we opened our doors as a local South Florida company in 1981. Now owned by Medusind and with thousands of team members servicing care providers and health organizations nationwide, our scope and resources offer better customer service and an even more intense focus on helping you transform your healthcare organization for future success. By consistently generating tangible results for 40+ years, edgeMED has evolved into one of the nation's premier revenue cycle and technology service providers. But at the end of the day, we're still people committed to helping other people succeed. We provide a hands-on, personal touch that's been the foundation of our company from day one. We thrive on delivering our promises to our customers...

"We do what we say," a formula engrained in our edgeMED culture. Our business model is founded on the premise that our success as a company is inextricably tied to your success as a practice. Our goal is to ensure that today, tomorrow, and for many years to come, you have the excellent support and tools you need to grow your revenue and expand possibilities in care.

Our promise

"We do what we say"



Our business model is founded on the premise that our success as a company is inextricably tied to your success as a practice. Our goal is to ensure that today, tomorrow, and for many years to come, you have the excellent support and tools you need to grow your revenue and expand possibilities in care. We welcome you to join us and the thousands of physicians and allied health professionals on the front lines of care delivery that trust edgeMED every day to maximize their revenue and improve the way they deliver effective, coordinated care. We look forward to helping you improve your clinical, financial and operational outcomes.

Our focus is you.



We make it **easy** for you to stress less and make more

Facing tight margins and time-consuming administrative regulations, medical practices are looking for answers to streamline workflow and generate positive clinical and financial outcomes. There's good reason why over 83% of our new business comes from customer referrals. With edgeMED on your side, we remove the burden and overcome challenges by being your back-office experts, enabling you to ride the wave of changing regulations and increase your revenue and profitability with ease.

edgeMED is a well-established company with a strong, nationwide network of medical professionals in health systems, hospitals, clinics, surgery centers and physician practices, giving us the added advantage of understanding the various reimbursement nuances between states and payors. Enjoy peace-of-mind knowing that edgeMED is in your corner.

36

Medical specialties served

3,600

Providers on our network

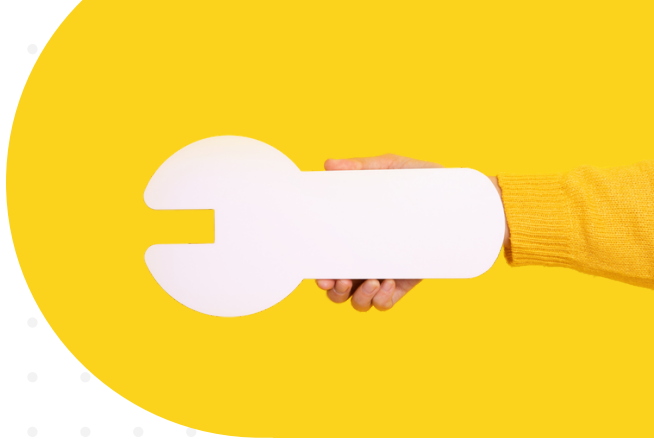
8M

Medical claims processed annually

\$1.2B

Revenue dollars collected annually

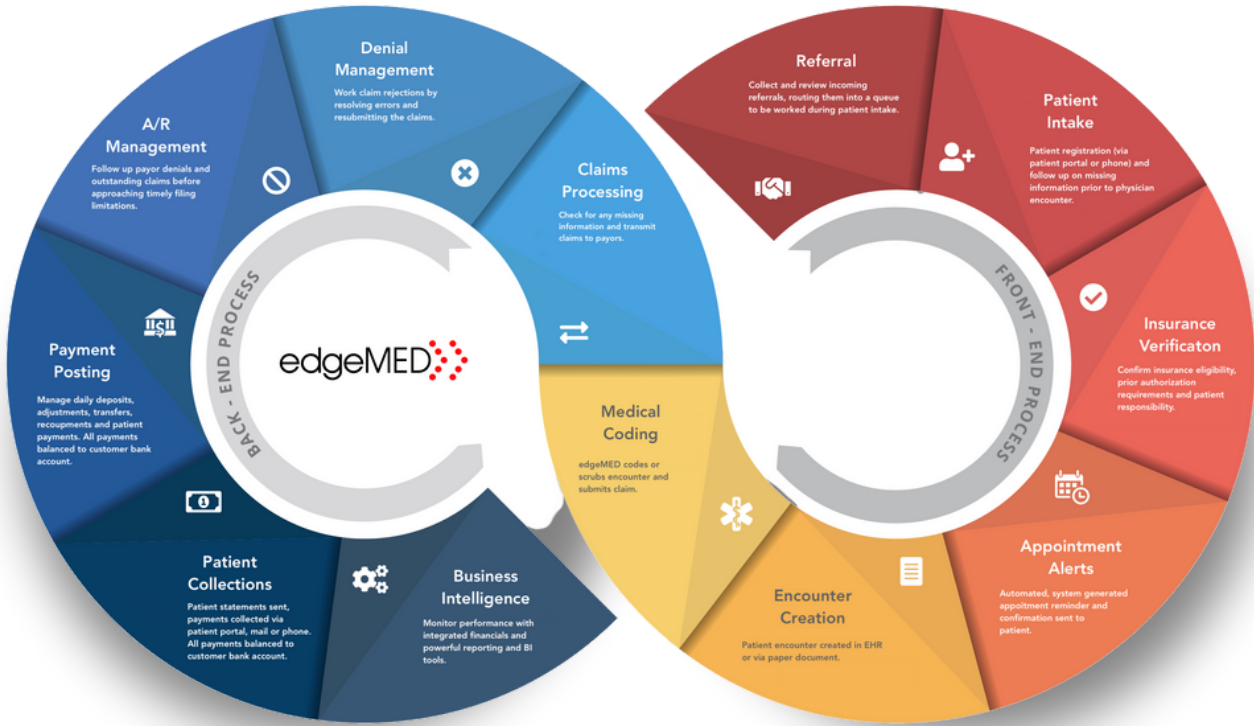
Experts at your service.



Our proven process

Using our proven methodology, we have been exceeding physicians' expectations for over 40 years. Our specialists review, balance and "scrub" your data for possible errors using our advanced clinical editing technology. This process ensures clean claims, drastically increasing first-pass payments and reducing claim denials. Payments are reviewed, posted, compared against fee schedules and balanced. Our reimbursement specialists analyze, research, correct, post and reprocess or appeal any denials and efficiently manage this entire process for you without hassle or disruption.

In addition, our technology aggressively hunts and detects unpaid and underpaid claims so that are reimbursement specialists are always prepared for effective follow-up. We also calculate which claims and payor's are most valuable to your practice and customize follow-up activities using a team of collections specialists. Our billing and collections process addresses the entire revenue cycle and our U.S.-based professionals leave no stone unturned with backend systems and payor's.



Transform your practice.



Delivering the best care while managing revenue cycle complexities is a very delicate balance. Declining reimbursements, continually changing payer rules, poor patient collections, regulatory requirements and value-based payment models can make it tough for your organization to grow profitably. Most in-house billing staff can submit timely claims to help you stay afloat, but many of the most profitable organizations have realized they can't proactively pursue every penny on their own. edgeMED takes charge of your practice's billing and collections, while partnering with your office staff to identify and eliminate problem areas. With ease, you can reduce costs and improve your bottom line, freeing your internal team to focus on delivering care.

Watch your practice grow

Payment rules are complicated and change all too frequently with little to no notice. Yet, the ability to proactively manage revenue is directly tied to submitting bills that align to payor rules. Failing to stay on top of these changing rules, especially across your top payor's, increases denials, extends payment timelines and frustrates staff.

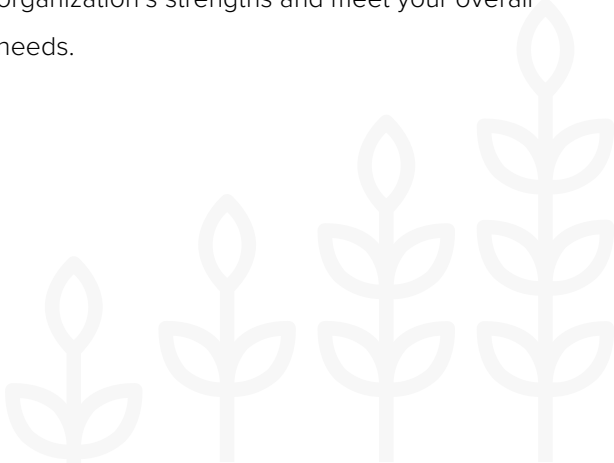
It's no secret that monitoring and managing payor contracts can make or break your practice. So, it's critical to have the right payor mix, know your break-even points, understand your contract and lobby for contract terms that address your organization's strengths and meet your overall needs.

Complete transparency

Unlike many RCM solutions that force you to give up complete control of your financials, edgeMED encourages you to check the status of the A/R and provides the tools to do so. Our RCM features give you on demand access to your practice financials and help you stay in control. Two of the primary tools available to edgeMED's RCM partners for maintaining control of your practice financials are end of month packets and edgeMED's advanced financial analysis tools.

A+ implementation

We have invested decades of time and resources in our Essential implementation program because of its significance to a successful and long-lasting partnership. With edgeMED on your side, you get access to a team of experts that know your practice inside and out.



Your money matters.



97.5% first-pass pay rate

You can't manage what you don't measure. And when it comes to billing, every penny matters. We get money into your hands quickly and accurately. While our competitors measure first-pass rates, we measure first-pass payment rates. edgeMED specialists actively manage and update fee schedules and contracts, streamline claims submissions and improve first-time payment rates. Unlike your staff who have various important tasks within the office, edgeMED's experts focus all their attention on your revenue cycle. As insurance company profits increase at the expense of provider reimbursements, this poses a continual risk to all physicians. Taking on insurance companies can be a challenging task for most physician-based billing personnel.

In order to achieve success, you need a dedicated, expert team of professionals who understands the nuances of billing and collections and won't rest until you receive the money you are rightfully owed. This is a key differentiator of edgeMED - many can submit a claim, yet we devote the time and make the financial investment to go the extra mile and take on the insurance companies to fight for your money. Our actions increase your margins, accelerate your payments, reduce your operating expenses and find new revenue by identifying missed billing opportunities.

Declining reimbursements solved

While claims management and bad debt are among providers' greatest challenges, edgeMED's Essential RCM service solves these challenges related to declining reimbursements by:

- Identifying and managing payor rules.
- Navigating changes in health benefit plan design.
- Understanding complicated reimbursement models.
- Maintaining updates to federally mandated transaction standards.
- Collecting payments from uninsured, underinsured and high deductible health plan patients.



Practice smarter.



Experience + **best-in-class** technology

edgeMED Essential account managers review claims to ensure all charges are complete and resolve conflicts between diagnosis and procedure codes to help file and process claims quickly and accurately. For any denied claims, our expert denial analysts work with your organization to correct contact and insurance information, improve prior authorization rates, capture tests and procedures, reduce coding errors, decrease denials due to lack of meeting medical necessity and more. We further enhance our efforts by using sophisticated clinical claims editing technology - a powerful, proven system that enables us to review claims before submission to payor's in order to reduce claim denial rates, shorten accounts receivable cycles, and increase the rate of collection. Our rules-based, front-end clinical editing technology offers a robust rules engine and some of the most sophisticated database editing functionality in the marketplace to help us reduce claim denials by pre-screening for billing and coding errors, as well as to identify missed revenue opportunities through positive edits. Plus, with access to the latest payor rules, we know whether a payor will reimburse a procedure and suggest payor-paid alternatives, giving you reimbursement visibility and reducing unexpected out-of-pocket expenses for patients.

Enhanced collections

edgeMED specialists configure charge and edit rules to optimize charge entry and reduce the likelihood of errors. Using a common list of procedures performed in-house by the physician, labs that are covered by the site's CLIA certificate, and the practice's X-ray certificate, edgeMED creates rules to alert your staff to possible coding errors and suggests corrections. edgeMED collections specialists tackle patient statements and follow-ups, collections activity and can manage an inbound call center for patients.

Cloud-based platform

Provided to your practice at no cost, our software platform is compatible on both Microsoft Windows and Apple Mac and is accessed using popular web browsers, such as Google Chrome, Microsoft Edge and Mozilla Firefox.



Unlock your potential.



Proof is in the numbers

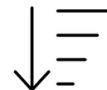
edgeMED's billing and collections approach addresses the entire revenue cycle, from functions that the practice performs, such as registration and charge capture, to those that we complete, such as claim submission, payment posting and accounts receivable management.

We leave no stone unturned with back-end systems and payors, keeping you in constant control of every aspect of your practice's revenue cycle. We help your practice dig deeper to analyze cost and profitability, monitor contract under and over payments and investigate new revenue opportunities. Our track record of success ensures you that we'll get you paid faster and increase your bottom line, resulting in mutual success and a long-lasting partnership.



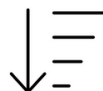
6-22%

Practice revenue increase



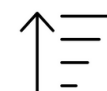
37.9%

Days in A/R reduction



9.8%

Patient no-show reduction



3.9%

Patient visit increase

Right, from the start.



Your credentialing experts

We understand that physician credentialing is a critical part of the revenue cycle, and as a result, a critical component of the revenue that your organization collects. Our approach is simple; Credentialing Data = Revenue. If you aren't credentialed correctly, you won't be paid correctly.



Operating coast-to-coast and working with various types of payor and provider organizations, we have the expertise to help you maximize every dollar possible with our expert medical credentialing services. Whether you work at an academic medical center, health system, are a hospital employed provider, or large group practice, our deep experience working with credentialing departments across the United States ensures that you will receive the best credentialing solution for your organization.

A comprehensive solution

- End-to-end credentialing, expirables management and re-credentialing solutions for all third party insurance, governmental and CAQH payor's.
- Expirable's management solutions to maintain all time-sensitive credentials.
- Re-credentialing solutions for all third party insurance, governmental and CAQH payor's.
- Primary Source Verification (PSV).
- Quality assurance teams focused on preventing credentialing application rejections.
- Experienced account managers to manage every aspect of the credentialing process.
- Assessments to identify improvement opportunities.



"edgeMED credentialed all the providers in our medical clinic and made it easy and stress-free. Communication was outstanding and they got the job done right!"

— Lucy M.

#Work better. Live better.



Your time is **valuable**

edgeMED Essential allows you more time to focus on seeing patients and relieves the headaches associated with managing and maintaining an internal billing staff. Beyond helping to improve the billing and claims process, shifting the workload to the edgeMED Essential team enables you to reduce the need to hire, train and manage billing staff. Proactive, practice-centric RCM services from edgeMED will assign dedicated RCM specialists to your organization, ensuring regular contact with the same RCM professionals. This allows our team members to gain a deep knowledge of your practice workflows, functions and needs, so we can deliver premium results.

We're the industry **authority**

edgeMED takes on insurance payors to fight for the optimal reimbursements owed to providers. In our tenure, we increase collections an average of 6-22% compared to current solutions.

- 40+ Years in business.
- 36 Medical specialties served.
- 3,600 Providers on our network.
- 8M Claims processed annually.
- 1.2B Revenue collected annually.



U.S. government contract holder

edgeMED is a U.S. Government Services Administration (GSA) contract holder (contract # 47QRAA22D00E8) that services federal and state governments to provide revenue cycle management services. We enable government agencies and corporations to effectively implement our premium RCM solution through industry best practices and leading healthcare software.

The intelligent choice

We intimately understand the healthcare market and the managed care landscape. We realize fast response times, accurate billing and compliance with the latest mandated requirements matter. In addition to maximizing your reimbursement and promptly collecting the payments you've earned, edgeMED empowers you to work more proactively in the clinic to increase revenue via care coordination and best practices workflow.

Essential ingredients.



Expertly crafted services for **ultimate** performance

edgeMED Essential provides the services and support to elevate your financial performance.

Services	Strategy	Benefit
<ul style="list-style-type: none"> • Medical Coding • Charge Capture • Claims Submission • Patient Statements 	<p>Improve productivity and encounter accuracy. Review of charge entry processes to lessen revenue decline through charge audits. Ensure appropriate reimbursement collected. Timely filing of medical claims and comparison of fee schedules. Identify and resolve compliance issues. Identify and recover lost charges and avoid delay in processing Accounts Receivable.</p>	<p>Cost efficiency, audit and compliance</p> <p>Improved first pass collections ratio</p> <p>Provider focus</p> <p>Payor specialist team</p>
<ul style="list-style-type: none"> • Payment Processing • ERA Review • Credit Balance, Write-Off, Refunds and Denial Management 	<p>Delivering real outcomes with accurate posting and zero lag. We analyze payment trends, denial reasons, the quality of clinical documentation and coding processes, and effectiveness of front-end patient collections.</p>	<p>Zero posting lag</p> <p>Customized posting</p> <p>Accurate posting</p>
<ul style="list-style-type: none"> • AR Management (Payer and Patient) • Denial Management • Write-Off Review • Appeals Processing 	<p>Increase revenue with centralized A/R. With end-to-end claim tracking, our expert people and technology reduce days in AR. We identify and eliminate root causes of claim denials.</p>	<p>Payor specialist team</p> <p>Data aggregation</p> <p>Underpayment analysis and second pass ratio</p> <p>Reporting and analysis</p>

Supercharge your practice.



A **better** kind of revenue cycle management company

With payor technology and healthcare regulations rapidly advancing and becoming more complex, are you positioned for success? With over 40 years in business, edgeMED has the expertise to get you there. We're edgeMED. A better kind of RCM company.



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“We've been using edgeMED's RCM services for the last 8 years and have nothing but praise for them. They've improved our practice from top to bottom. Our Dr's are happy, staff is happy - A+ all around.”

— Suzanne N.