

MedAct Overview Data Sheet

MedAct delivers an integrated solution for your HME/DMEPOS that provides end-to-end coverage of all your business needs. From patient intake and purchasing to inventory management, delivery and billing; the MedAct Solution provides accurate and real-time visibility into what it takes to run your business more profitably. For over 20 years, HME/DME's have built their business using MedAct – MedAct's got it covered.

Not only does MedAct provide a comprehensive software solution to simplify your operations; making your everyday tasks easier, but we also provide flexibility in how you access the software. You may choose to install and manage the software at your own location with our MedAct Client/Server Edition, or take advantage of our hosted, on demand solution MedAct Online. Rest assured—MedAct's got it covered.

Patient Intake Management

- Automated PECOS and NPI Registry
- Real-time patient eligibility
- DME Claim Status Inquiry Status (CSI) – Same & Similar

Billing Management

- Automated ERN, EOB & electronic claims
- Hassle-free one-click claim submission to 4,300+ payers
- MedAct Claims Network for total claims management

Revenue Cycle Management

- Accounts Receivable
- Denial Management
- Collections Management

Retail Sales Management

- Point of Sales with cash drawer
- Retail sales for online or storefront
- Process claims and collect co-pay at point of sale

Inventory Management

- Bar code scanning for easy and accurate counts
- UPS WorldShip and RoadNet Technologies for fleet and delivery management
- Real-time and accurate tracking of lot and serial numbers

Document Management

- Scan, file and store documents securely
- Single-click access to documents
- Access and share documents across multiple locations

Financial Management and Reporting

- Wide breadth of financials with integration with QuickBooks and Peachtree
- MedAction Dashboard
- Accreditation, Compliance and Audit Report Centers
- MedAct CBid Center to manage beneficiaries and suppliers within a CBA for the Competitive Bid Program

Patient Intake Management

MedAct controls the critical functions in your DME business such as patient intake management that includes eligibility, same and similar status verification, PECOS and NPI Registry for order generation and delivery. MedAct is flexible and designed to track multiple sales/rentals/service/supply orders associated to the patients' diagnosis.

MedAct controls the entire spectrum of patient management – from intake through order fulfillment, CMN generation, shipping, tracking, invoicing and collections – with detailed management reports.

The first step in the DME workflow is to manage patients, their information and documents. End to end patient management is simple with MedAct. By incorporating unique business processes, MedAct makes the order intake process as seamless as possible. Order fulfillment is one component of patient management that includes scheduling, invoicing, electronic claims processing, posting and collections. Scanning and saving important documents such as CMN's associated to patients is safe and secure with MedAct Document Manager.

Billing Management

MedAct's billing management design ensures that charges and payments are compliant with reimbursement guidelines and that claim submissions contains all the specifications required by Medicare, Medicaid and private payers. Documentation management, financial reimbursement and processing claims are made easier with MedAct as all the information needed is in one place. MedAct provides instant access to patient demographics, clinical documentation, schedule information, charges and payments to effortlessly process claims for multiple insurance plans, billing formats and fee schedules. MedAct integrates seamlessly with financial management systems with the MedAct QuickBooks or Peachtree Modules. Together, you get the total financial picture of your DME business with general ledger, accounts payable and balance sheets with MedAct and third party accounting software solutions.

Collections management is supported by MedAct with Collect Plus integration with AR Allegiance. This combined solution supports the transfer of accounts to collection status based upon your criteria. Collections support helps you manage your cash flow and it's all within MedAct.

MedAct helps you streamline the billing process with MedAct Claims Manager. MedAct provides an easy and flexible way to process claims for multiple insurance plans, billing formats and fee schedules. MedAct automates every aspect of the end to end claims management workflow from instant verification of patient eligibility, claims processing, claims status, rejection and denial management and collections. MedAct has a built in audit trail to ensure that claims have been processed and provides real time claim status. All of this is available in MedAct for quick payment turnover which leads to an increase in cash flow and profitability.

MedAct Claims Network has the flexibility for claims management with the MedAct MediPay plan for Medicare only claims. The MedAct AllPay plan processes all Medicare and commercial insurance claims for total payer management.

MedAct makes order management easy as it controls the generation of multiple categories of sales, services and rentals. Order entry is a seamless process that helps coordinate scheduling of recurring orders, electronic claims processing, invoice generation, bar coding and scanning to achieve the status of a completed order.

MedAct alerts and creates work orders to pick up recalled equipment, service oxygen concentrators and to service or replace other equipment. Monitoring compliance for sleep study patients is managed within MedAct.

MedAct streamlines the billing process with the flexibility to produce both electronic and paper claims. The days of printing, sorting and mailing paper claims are long past. Electronic claims are completed quickly which means you get paid faster.

MedAct offers instant verification of patient eligibility. This means that upfront collection of the patient portion can be performed. Never experience a rejected claim as MedAct checks electronic filings prior to submission for incorrect or missing information. MedAct has a built in audit trail to ensure that claims have been processed and provides real time claim status. All of this is available in MedAct for quick payment turnover which leads to an increase in cash flow.

The DME Claims Status Inquiry access (CSI) allows you to simply connect to check the Certificate of Medical Necessity (CMN) to view same and similar. The result is increased productivity because you access the Medicare information you need in seconds. Plus, you can view Medicare eligibility, claim payment, and claim history through it.

MedAct automatically posts payments received to eliminate manually entering payments. This process eliminates errors associated with manual reconciliation. MedAct automatically sends the EOB to secondary payers which helps facilitate a quicker return of payments. MedAct has the capability to produce a detailed audit trail that extends from intake, order creation, invoice generation and posting for financial insight. This helps reconcile payments, charges and identifies problem areas within the billing process.

Revenue Cycle Management

Revenue cycle management commences with the first order and ends with collections. MedAct automates and simplifies collection practices by a comprehensive approach to manage the account workflow. MedAct provides billing managers with the visibility you need to follow up on outstanding payers, patients and other collection tasks. The core MedAct solution is complimented by Collect Plus in the collection stage of the revenue cycle. MedAct has all you need to increase AR turnover, reduce claim denials and get paid faster.

MedAct understands the realities of revenue cycle management and translates these to an integrated successful process. DME businesses can depend on MedAct to increase net revenue, increase net collections, and reduce the cost associated with collections and make

cash flow more predictable. MedAct with Collect Plus integrated solution allows billing managers a way to work account lists using a systematic approach of calls and letters to complete a collections queue. MedAct takes the guesswork out of collection management by prioritizing collections by payer, plans, balance or age.

Good revenue cycle management practices include visibility into business processes and the ability to prioritize the activities and tasks that will net the highest return.

Retail Sales Management

Processing orders has to be efficient whether you have a retail storefront or not. The MedAct Retail Point of Sale (POS) solution is designed for sales order transactions in a DME storefront business. The MedAct Point of Sale Module is integrated with MedAct which allows for automatic inventory updates. Using the MedAct bar code scanner enables you to scan items easily to collect payment. MedAct makes you retail ready for your DME business.

As a way to overcome the challenges of dealing with reimbursement cuts and finding new ways to gain revenue, more DME businesses are expanding to have a retail presence. With a retail storefront, DME businesses can generate additional sales revenue. The MedAct retail solution with the MedAct Point of Sale Module provides DME businesses a way to ring up sales without a cash register and with all the benefits of automatic updates to inventory. MedAct can help you service patients better as the MedAct Point of Sale Module automatically calculates the patient portion due.

The MedAct bar code scanning system scans bar coded equipment and supplies for easy transactions. Accepting credit card payments is simple with the built in card processing functionality. Receipts are generated for both cash sales and charges to accounts.

Inventory Management

Fulfilling orders is the next step after order creation. The MedAct Inventory Management Module provides the inventory management tools needed to manage your capital investment. The MedAct Inventory Management Module maintains inventory items and details, transactions and audit trails, multiple warehouses, vendors, parts, lots, serialized items and availability status. Bar code scanning technology allows you to replace the tedious task of manually performing physical counts with an automated solution for maintaining your inventory with the accuracy you need. The MedAct Purchase Order Module works in conjunction with the inventory management module to order the items you need for order fulfillment.

Delivery fulfillment is made easy with MedAct's integration with Roadnet Technologies and UPS WorldShip. The MedAct solution combined with Roadnet Technologies and UPS WorldShip can reduce costs associated with delivery of equipment and supplies. Route optimization tools provide the best route plans for time savings as well as reduce the expenditure of fuel from fluctuating costs.

Throughout the inventory management process of purchasing items, order intake, delivery fulfillment and reconciliation; accuracy is key to operations. MedAct streamlines the inventory management process with the MedAct Purchase Order Module to first order the items needed for order fulfillment. Inventory controls is important to direct cash flow of on-hand inventory or for drop shipment from manufacturer to patient. Inventory controls is more than order fulfillment as DME businesses need to track the location of equipment as a way to deter theft or for service compliance.

MedAct Inventory Module facilitates the functions of maintaining inventory item details and price levels; transaction details with audit trail; manages multiple warehouses; tracks inventory order and delivery status.

MedAct offers a simple solution for inventory tracking with monthly or annual physical counts with bar code scanning capabilities. MedAct facilitates the automated approach to track the replacement and refilling of oxygen tanks that assists respiratory DME businesses with an accurate and quick way for tank maintenance.

MedAct works in conjunction with Roadnet Technologies and UPS WorldShip as a total delivery fulfillment solution. Fleet optimization is a tool that helps DME businesses save time on deliveries, reduce fuel costs and quickly change a route due to a new order request.

Document Management

In every step in the workflow there are multiple documents to handle. The MedAct Document Manager brings you closer to having a paperless office. DME businesses manage hundreds of documents on a daily basis. Using the MedAct Document Manager enables you to better organize, file, retrieve and store your documents. Applying a document management strategy produces an immediate improvement in efficiency by saving time and there are no misplaced documents. Paper costs are a thing of the past with the MedAct Document Manager solution.

The MedAct Document Manager empowers users with the necessary means to scan, file and distribute documents electronically. DME businesses are flooded with multiple documents daily and using the MedAct Document Manager helps to organize, catalog and control documents in a secure environment that auto associates to patient, physician or orders.

This is an effective patient information management system that saves time and increases staff productivity. Locating and retrieving documents to update patient records is easy. The MedAct Document Manager allows DME businesses to accept paper documents and electronic media to be automatically indexed, saved, and distributed within MedAct. By doing so, this saves time, increases efficiency, reduces paper costs and frees up valuable office space. The result can improve patient service by combining patient information and document management into one activity.

Financial Management and Reporting

MedAct provides comprehensive reporting tools so that you can monitor every aspect of your business as it relates to sales, billing, inventory, cash flow, DSO and more. The reporting functions in MedAct can be used for decision support as well as forecasting or trends. Reporting occurs throughout the DME workflow process with frequency at the end of the day or at end of month. MedAct reporting for billing managers, business owners, warehouse managers and more have the information they need to make decisions. There are over 500 standard reports within MedAct to give you the financial, patient, vendor, inventory and status reports you need to direct your daily activities. The MedAction Dashboard gives you more than a graphical view of your company's performance and cash flow. Included is the MedAct Compliance Center to generate the most common reports needed for accreditation survey compliance or when you have an audit. The MedAct CBid Center enables you to manage Medicare beneficiaries and contract bid suppliers within a competitive bid area. All the business critical information you need is in MedAct.

Some of the reports to manage a DME business include tracking deliveries; denial management; Accounts Receivable; end of month, end of year and quarterly financial reporting; aging and other revenue related reports. Sales reports are a business owner's favorite to know which items are selling the most, which salesperson is generating the most sales and the source of the most referrals. Customer satisfaction surveys and other accreditation reports help you to be survey ready or prepared for an audit.

Summary

The MedAct suite of solutions work together to maximize your investment in patient, billing, document, inventory and revenue cycle management for the delivery of excellent patient care. With MedAct, you can efficiently manage patients, documents, with an efficient billing process to effectively manage inventory. MedAct makes managing your DME business easy, efficient, and affordable. MedAct helps you overcome the challenges in the DME healthcare industry so you can achieve your business goals. MedAct's got it covered.

To experience MedAct firsthand, visit www.medactsoftware.com and click on the "Request a Demo" link. Don't just take our word for it - take the MedAct Challenge and complete the MedAct Economic Benefit Assessment (EBA) to identify where you can gain efficiency, save money and increase your ROI for your business.