

# CONTENT CONNECT

- ✓ Securely exchanges information electronically
- ✓ Reduces costs by speeding processes
- ✓ Increases member and provider satisfaction

## Reduce costs, speed processes and increase member satisfaction

Sharing medical documentation by fax, mail, overnight delivery, courier services or web portals is expensive. But more than that, these methods are slow, offer little-to-no room for collaboration and don't guarantee information arrives as intended. The processing delays that result create a number of challenges, from penalties for not meeting mandated claims payment timeframes to inaccurate payments and a less-than-ideal approach to coordination of care that leaves both members and providers dissatisfied.

Content Connect securely exchanges information electronically, guarantees delivery and facilitates collaboration to help payers reduce costs and eliminate risks through more accurate, consistent and faster processes..

### ENSURES FAST, SECURE, ELECTRONIC INFORMATION EXCHANGE

Utilizing your existing secure infrastructure and services, Content Connect guarantees information delivery and receipt. Unlike current document sharing models, this workflow and business process management (BPM) solution electronically and automatically routes the right information to the right person at the right time, even notifying staff of exceptions. The solution offers

unprecedented collaboration tools that allow authorized users across organizations to add dated, time-stamped notes and comments – all visible through near real-time status updates and a full audit trail for process transparency.

### REDUCES COSTS BY EXPEDITING PROCESSES

Because Content Connect's secure, information exchange occurs at the speed of the internet, sharing data and documents occurs in seconds, not days. Expediting the exchange of medical documentation helps payers avoid fines for noncompliance and avoid time-based exceptions, which lead to appeals. Payers also eliminate the exorbitant costs of communicating through fax, postal mail, couriers, overnight delivery and web portals. Guaranteed delivery and receipt also eliminates lost or misplaced information, redirecting staff from re-sending materials to focusing on higher-value tasks, like managing exceptions.

And, by splitting the per-transaction fee evenly between sender and receiver, Content Connect has the potential to reduce a payer's cost-per-transaction by more than half. Available as a Software-as-a-Service (SaaS) offering, Content Connect also requires no capital investment.



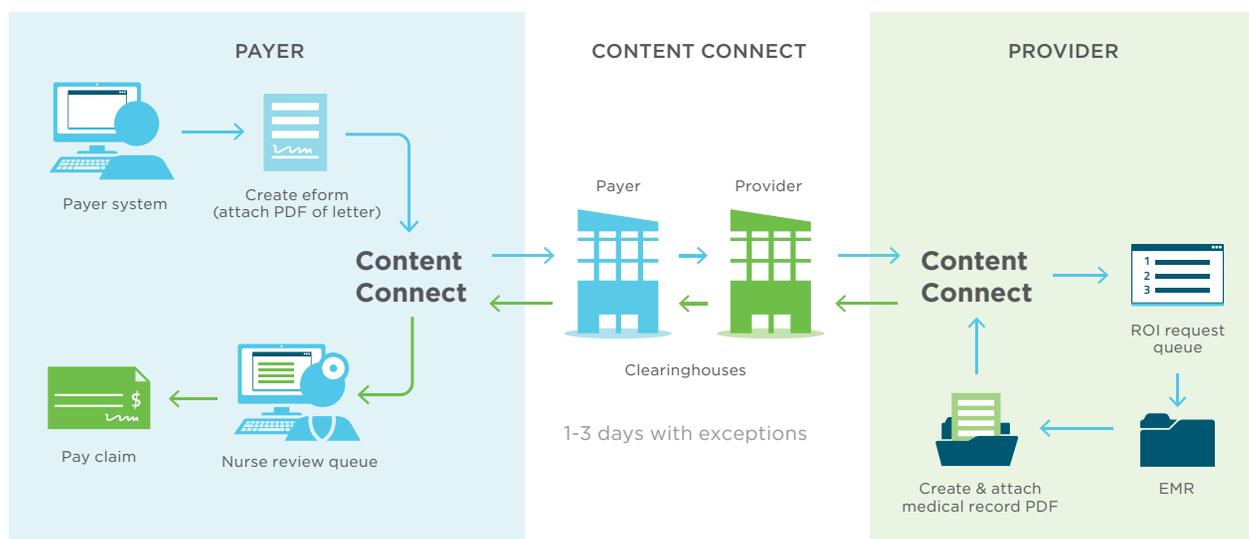
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### INCREASES MEMBER AND PROVIDER SATISFACTION THROUGH MORE ACCURATE, COLLABORATIVE COMMUNICATION

By ensuring authorized users have immediate access to accurate, up-to-date data and documents, Content Connect facilitates improved communication with stakeholders. This allows payers to make more informed decisions, faster, and empowers staff to provide first-call resolution for member and provider inquiries.

Greater transparency, improved coordination of care, more accurate payments and fewer appeals for time-based exceptions result in a better overall experience, directly contributing to higher rates of member satisfaction and retention.



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