Services and Support Data Sheet

Overview

At MedAct, we provide training, professional services and ongoing support to maintain your investment. First, the MedAct team provides you with personalized **training** that aligns with your business processes. Secondly, the MedAct team supports you with **professional services** with the implementation of a new solution by setting up your database, price tables, migrating existing data, HCPC and ICD9 codes and other custom data conversion features. MedAct provides **support** to answer your questions and provide guidance with MedAct and maximize your experience.

MedAct is your partner for ongoing support, services and training every day at any time. The MedAct Support team is here to serve you and your business needs to make you successful.

Commitment to Support – Training – Professional Services - MedAct's got it covered

Training

Get the most out of your MedAct investment with training. MedAct has a knowledgeable training team that has first-hand experience in medical billing management in addition to transferring knowledge based upon adult learning principles. There is more than just one delivery method for training.

Support

Allow MedAct to go beyond your expectations. Our goal is to deliver 100% satisfaction guaranteed. The MedAct Customer Support Team delivers ongoing support that includes expert industry knowledge of best practices, systems and tools to help you be more successful. You can get back to business faster with MedAct Support.

The MedAct Customer Support Team is dedicated to helping our customers succeed on all fronts to get the most value out of MedAct. MedAct Support provides expert-level customer support, best practices, and administrative knowledge to meet your business needs.

Professional Services

Planning and implementing a business management solution can be a significant task. MedAct's Professional Services consulting helps you succeed by unlocking the power of our business solutions and providing you with the greatest value from your investment. Our experts provide the strategic guidance and hands-on expertise you need to make your initiatives a success.

Training

MedAct is committed to your continuing education and success. MedAct offers free webinars monthly with courses that enable you to get the most out of your investment, learn best practices and learn from experts in the industry. The webinars are facilitated by the MedAct training team in addition to partners and healthcare billing consultants. Course topics include new product features, integration with other applications, as well as a Questions & Answers segment to learn from your peers.

Choose the training program that best meets your needs:
- **On-site training –** our education team will come to you. There is no limit to the number of staff members that can be trained and this enables you to be trained in your real-life business situation.
- **Online training –** real time, live training delivered via webinar. Just log in and learn!
- **Classroom training –** you and your staff can receive training at the MedAct Training Center. This instructor-led training provides hands on experience– plus, you'll meet the MedAct team. You will be able to learn from other MedAct users who will be training with you. This is a great hands-on learning experience!

- **Just- in- time training** – download recorded webinars for the information you need when you need it. Sharpen your skills or receive guidance in your unique business situation.

Benefits of MedAct Training:

- Increases efficiency with the ability to customize curriculum by job function and learner type
- Manages employees' professional growth and educational progress
- Eliminates the worry of missed training with proactive course reminders
- Promotes employee independence and reduce learning curve
- Increase MedAct system's knowledge and optimize MedAct in your business

MedAct offers the latest in instructional blended learning concepts for cost effective, high-quality, educational solutions. Blended learning combines the strengths of training technologies with traditional classroom and one-on-one coaching opportunities. Through the use of a focused, individual delivery approach, MedAct enables you to select the training style that works best for you and your staff. The result—a powerful and comprehensive educational offering proven to increase learning comprehension and retention.

MedAct Courses

MedAct offers courses for you and your level of usage from beginner, intermediate to advanced level.

"MedAct, The Basics" course offering helps you understand how to use MedAct in your specific DME business with an in-depth review of setting up and customizing, set up and manage inventory with end to end billing processes with reporting.

"MedAct Billing Essentials" course provides you with the knowledge to build a solid foundation in performing everyday billing tasks. You will learn insurance reimbursement procedures and how to create accurate claims every time.

With the **"Accreditation Made Easy"** course, you will learn the step by step process leading to a successful survey. After accreditation, you will understand which best practices to use to grow revenue and maintain continuous survey and audit readiness.

"MedAct, Beyond the Basics" course for intermediate level of MedAct users is a good course to optimize your use of MedAct. In this course you will learn how to manage clinical documentation with the Document Imaging Module as well as learn how to use all the MedAct modules. Learn how to manage inventory with the Inventory Management, retail solutions with the Point of Sale Module and how to use third party financial solutions with QuickBooks, Peachtree and Pathways.

In the **"Beyond Collections"** course you will learn how to automate patient billing and A/R Collections. You will understand how to develop and deliver a profitable collections strategy by shortening the recovery cycle.

With the **"Simplify Billing and Payments"** course, you will learn how to streamline billing processes and how to get paid faster to reduce DSO. You will understand the process of how to increase patient collections to increase cash flow and improve operational efficiency.

Advanced MedAct users can still learn more to optimize their usage in MedAct with the **"MedAct Advanced"** course. In this course, you will learn advanced reporting and optimization of month end reporting and how to make sense of financial reports.

MedAct offers courses at specific times of year to manage your DME business such as the **"Capitalize on Your End of Year Deductions".** This course helps you learn how to apply end of year financial strategies to maximize your deductions and receive the tax advantages of the economic stimulus package and Section 179 advantages.

Another advanced course is **"Maximizing MedAct in Your DME Business"** to learn how to expand and diversify your business, how to compare your business with industry benchmarks and reinventing your DME business with MedAct.

Go to www.medactsoftware.com to register for a course today. Contact information to learn more – 800-326-0314 ext 2000

Support

Allow MedAct to go beyond your expectations. Our goal is to delight you and deliver 100% satisfaction guaranteed. The MedAct Support Team delivers ongoing support that includes expert industry knowledge of practices, systems and tools to help you be more successful. Get back to business faster with MedAct Support Center.

MedAct Support is dedicated to helping our customers succeed on all fronts to get the most value out of MedAct, for your users and overall business. MedAct Support provides expert-level customer support, best practices, guidance and administrative knowledge to meet your business needs. MedAct Support is designed to provide maximum value, a collaborative partnership and personalized services.

MedAct Support representatives are the most knowledgeable billing, reimbursement, DME experts in the industry and are ready to tackle your toughest challenges. Our qualified representatives have firsthand experience in DME management to answer your questions and resolve problems. You can expect on a call an in depth triage to determine the best action plan for quick resolution.

Each customer has different needs therefore, our support representatives work closely with you and your staff to find a solution that can include consulting with partners for a holistic approach to your specific issue.

The first step on the path to success with managing patients, documents, billing, and inventory management is selecting MedAct. Next you can maximize the value of your investment by ensuring that you effectively manage the MedAct solution so that your organization gets all the benefits that MedAct can deliver.

To meet your business needs, MedAct offers several multichannel support offerings that provide expert-level customer support, advanced Web tools, best practices, and administrative knowledge to meet your business needs. MedAct provides access to the appropriate resources to help you effectively manage your business and stay ahead of your competition. MedAct is dedicated to helping you increase your staff's productivity and satisfaction to maximize the benefits you can achieve with MedAct's solutions.

MedAct Support includes:
- Multichannel support via web, email, and phone support
- Online help 24/7: Around-the-clock access to an online, searchable knowledge base with answers to the most commonly asked support questions
- 12/5 live phone support (excluding holidays)
- No limit on the number of cases that can be submitted
- 24/7 web support
- Toll-free, priority-queued phone line

MedAct Support guides you in the enrollment and set up with Medicare and other payers. MedAct Support will direct you to the appropriate web site and walk you through the step-by-step registration process for all your payers with the InstaMed clearinghouse module. MedAct Support provides expert guidance of how to best handle, troubleshoot, and resolve rejections. Additionally, MedAct Support will work with you to redesign your unique workflow processes so that you can have a more streamlined workflow process and procedures.

Data Backups
Patient records, patient claims, inventory items and price levels - and all your critical information is safe with MedAct. MedAct offers a utility to copy your database so that you can perform data backups with your preferred data backup solution.

Updates to Price Tables
MedAct Support automatically updates Medicare price tables based upon CMS-published fee schedules. MedAct Support takes the worry out of maintaining fee updates.

Product Upgrades
MedAct releases four major product upgrades each year. Each product release cycle includes training and job aides needed for understanding the new features.

HIPAA Compliance
MedAct is designed to these meet all published compliance standards by CMS. MedAct provides secure logins, passwords, and user rights access so that all data remains private. MedAct can log all user activity and track patient record activity to provide a secure and private system. MedAct generates Patient IDs, provides a HIPAA Privacy Statement checkbox and tracks patient notes for audit.

Professional Services

Whether you are starting a new business or moving from an existing system, MedAct can have you up and billing in 30 days – no long wait times and missed revenue opportunities. MedAct has the tools, people and processes in place to quickly and accurately convert your existing data into MedAct. MedAct's implementation success team will work with you for an easy transition to the MedAct family. Setting you up for success is just the beginning.

Jump Start Implementation

Jump start your implementation project with services that capture your unique organizational requirements. A MedAct Customer Success Manager will create a roadmap to accelerate the implementation process and your business procedures. This service is a customized scope of your end-to-end implementation needs.

Implementation Project Management

The MedAct Customer Success Manager manages the overall implementation project with resource allocation, timelines and milestones. All the aspects of implementation are covered and guided by the Customer Success Manager for coordination of training, data conversion, testing, materials fulfillment and follow up. You will have peace of mind and confidence that the implementation meets all your timelines and requirements.

Data Conversion – Assess, Cleanse and Protect

Successful data conversion depends on the integrity and consolidation of your patient and inventory information. MedAct offers an all-inclusive service to accurately convert your existing data to MedAct. Your data may be stretched out among a variety of databases and spreadsheets, or with duplicate records or incomplete. MedAct makes data conversion simple to transition from old systems and unify your data. The MedAct data management strategy will assess data, create clean data and protect data integrity for increased productivity.