XIFIN

XIFIN iNet

| Clinical Laboratory | Hospital Outreach | Molecular Diagnostics |
| Pathology | Pain Management | Diagnostic Imaging |

Enabling End-to-End Connectivity from Patient to Payor

XIFIN iNet provides web services to enable real-time communication and data exchange between XIFIN RPM and a diagnostic service provider's systems and web portals. XIFIN iNet enables internet-connected systems to instantaneously inform one another as new information becomes available and to share that relevant data to enhance productivity and minimize risks of error. Using standard internet and healthcare interoperability and security protocols, XIFIN iNet safely and securely facilitates data exchange between systems and parties in a business process. XIFIN iNet also provides inherent flexibility, as no hard-coded integration between systems is required.

XIFIN iNet connects an organization's systems and portals to other internal systems or external systems to communicate and exchange data with referring physicians, clients, and patients. By communicating and exchanging data automatically to systems and thus people upstream and downstream in a business process, transactions are completed instantly; less human intervention also improves operational efficiency and reduces the risk of errors. With XIFIN iNet, diagnostic service providers can more easily supply the services and information needed by their customers, partners, and patients in a fast, accurate, and cost-effective manner.

XIFIN iNet has several applications to address the cycle of communication and transactions that occur between diagnostic service providers and their clients, business partners, and patients.

Several of those applications are outlined below:

Referring Physician's Office & Referring Client: More deeply integrate the relationship, communication, and data exchange between a diagnostic service provider and referring

XIFIN iNet Key Benefits

Easily automate sharing of data between internal and external systems

Enhance productivity by entering data once and using it wherever it's needed

Enable secure collaboration and consultation

Provide 24/7 access to real-time account information

Increase the percentage of clean claims received

Reduce the risk of errors (e.g., at order entry)

Decrease time spent on file maintenance

Improve client satisfaction

Speed up reimbursement

Increase collection rates

physicians and clients. XIFIN iNet helps to enhance any existing communication portals, allowing physicians, physician office staff, and client staff to more effectively:

- Perform order entry

- Access clinical decision support

- View and pay statements

- View test information and pricing

- Correct billing errors

- Upload documents (e.g., medical records or prior authorization forms)

Patients: Better integrate the relationship with patients using XIFIN iNet to enhance any existing communication portals, enabling patients to much more easily:

- View and pay statements

- Access test results

Patient Service Center: Automate communication and data exchange with patient service centers resulting in improved cash collection rates and patient satisfaction. With XIFIN iNet, patient service center staff can more easily:

- Check insurance eligibility while patient is present

- Collect any co-pays and deductibles upfront while the patient is present

- View test information and pricing

Internal Systems: Further extend the connection between XIFIN RPM and a diagnostic service provider's other systems, such as EMR, LIS, CRM, CPOE, and IVR, thereby enabling access to "the right service at the right place and time." Examples of the many possible uses of these services include increasing billing staff productivity by using XIFIN iNet to:

- Enable simultaneous, automatic updates to client demographic information in XIFIN RPM, as it is entered into the LIS or CRM system

- Enable simultaneous, automatic updates to test information in XIFIN RPM as it is entered into the LIS or test repository

- Enable client service representatives to answer routine test-pricing and billing questions without involvement of billing staff by providing them direct, controlled, access to appropriate information in XIFIN RPM
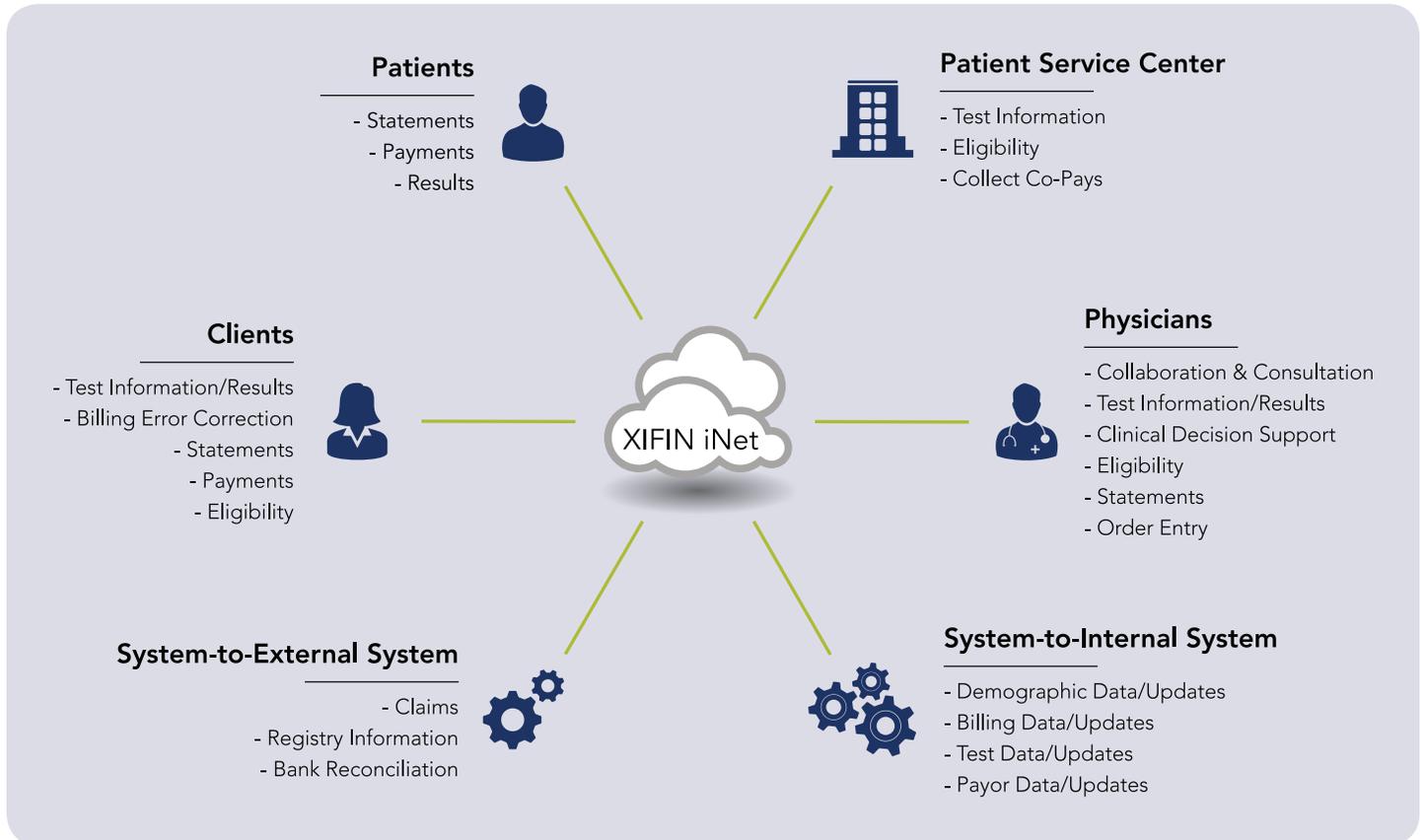
For XIFIN customers who do not have existing client or patient communication portals, XIFIN iNet offers pre-configured client and patient portals that enable organizations to easily provide the benefits of such portals with minimal impact on IT resources.

Client Portal: XIFIN iNet enables organizations to easily take advantage of many of the web services that help enhance diagnostic service providers' relationships with referring physicians, clients, and their staff. XIFIN's client portal can be customized with an organization's logo and colors, and includes the following features and capabilities:

- User authentication

- Administrator console

- Physician/client test ordering

- Physician/client statement viewing and payment

- Physician/client test information viewing and pricing

- Physician/client billing information correction and error processing

- Physician/client document upload (e.g., medical records or prior authorization forms)

- Nursing home client census management and real-time billing assignment

- ICD-10 coding assistance to physicians

Patient Portal: XIFIN iNet helps organizations leverage many of the web services needed for diagnostic providers to enhance their relationship with patients. The patient portal can be customized with an organization's logo and colors, and includes the following features and capabilities:

- Patient authentication

- Device-aware design for all mobile devices

- Patient statement viewing and payment

- Patient test result viewing and downloading

Patients

- Statements
- Payments
- Results

Patient Service Center

- Test Information
- Eligibility
- Collect Co-Pays

Clients

- Test Information/Results
- Billing Error Correction
- Statements
- Payments
- Eligibility

XIFIN iNet

Physicians

- Collaboration & Consultation
- Test Information/Results
- Clinical Decision Support
- Eligibility
- Statements
- Order Entry

System-to-External System

- Claims
- Registry Information
- Bank Reconciliation

System-to-Internal System

- Demographic Data/Updates
- Billing Data/Updates
- Test Data/Updates
- Payor Data/Updates

XIFIN iNet In Action

Automate Test Information Requests & Responses

Description: The client services and billing office phone reps of a large national lab were constantly receiving calls—thousands per week—from ordering clients asking "what is my price and what are the CPT codes" for a particular test. These inquiry calls were preventing staff from focusing on their primary work and reducing department efficiency.

Solution: The lab deployed XIFIN iNet's client price inquiry web service to its existing client portal, allowing its ordering clients to view test information including their prices and CPT codes online, at their convenience, 24/7. This had a dramatic effect on the lab's client service and billing office call centers, freeing up staff of those thousands of calls per week. The staff can now provide more efficient customer service on true issues and exceptions. The reduction in overall call volume also allowed the lab to redistribute staff to help in other areas of the operation.

Eliminate Dual File Maintenance

Description: A leading US lab determined that each month nearly 10% of its client records required some sort of update that involved manually accessing information from its CRM system and then manually entering the same data into XIFIN RPM. This dual file maintenance not only consumed a great deal of time, but the manual input also led to errors that caused invoices and correspondence to be sent to incorrect addresses.

Solution: The lab deployed XIFIN iNet's web services between its internal systems to enable simultaneous, automatic updates to client demographic information in XIFIN RPM at the same time it is entered into the CRM system. This eliminated the time spent in dual file maintenance and the errors associated with it, as well as provided billing staff immediate visibility to accurate data in XIFIN RPM.

XIFIN®

For more information, visit www.XIFIN.com

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