

MRCS SOFTWARE-AS-A-SERVICE PLATFORM

MEDICAL RECORD WORKFLOW AUTOMATION & ANALYTICS



Health Data Vision, Inc. (HDVI) is a healthcare software company that is disrupting the medical record retrieval and review (MRR) industry. We provide Medicare Advantage, Medicaid and Commercial ACA health plans with a HIPAA compliant, enterprise-class, Software-as-a-Service (SaaS) workflow automation and analytics platform for Risk Adjustment and Quality Improvement initiatives, which we call MRCS.



As a self-service platform, MRCS is offered on an annual subscription basis for in-house use. The software facilitates chart collection/retrieval, chart coding/abstracting, medical record quality assurance and reporting, with full administrative rights for assigning roles and permissions, and work queues, to your personnel. The platform is configurable to the project requirements.

As a full-service platform, MRCS enables HDVI to support your mission-critical processes with real-time visibility into every step of the medical record review process. We provide trained personnel for chart collection/retrieval, chart coding/abstracting, quality assurance and review, overread (secondary and tertiary validation), and clinical quality review analytics.

Whether you use MRCS on a self- or full-service basis, you have our audit support and protection by leveraging our Audit Wizards, which reduces the risk of adverse findings during RADV and MRRV (HEDIS®) audits. We also provide a training portal with self-service user guides and training videos.

For more information about MRCS platform, analytic tools, and services, contact:
(866) 969-3222 | sales@healthdatavision.com

BUILD-IT-YOURSELF, SELF-SERVICE OR FULL-SERVICE?



Companies often start out building their own in-house project solution, utilizing Microsoft Access databases and spreadsheets. This may work for a while, if they are small and only have sporadic project needs. However, when a company outgrows that process, they then have a decision to make whether to invest in a home-grown solution, to license a web-based solution for in-house use, or to outsource the entire project to a specialty company that offers a full-service solution.

In today's world where SaaS-based, enterprise-class solutions exist in nearly every specialized industry, it rarely makes sense for companies to invest in developing a home-grown software solution. In-house personnel typically do not have the experience to develop specialized software. When developers are contracted to build custom software, other personnel often do not have the knowledge or bandwidth to support ongoing development and application maintenance. Worse yet, developers often do not document their process or put together comprehensive training materials. The software soon becomes dated and then, with no one knowing how to deal with changes and updates required, it becomes an expensive drain on the company's ability to move forward in their core business. A painful lesson learned indeed.

The benefits of MRCS for self-service differs from the benefits of outsourcing the entire project to HDVI. For self-service, we hand you the keys to MRCS and provide training for you to experience all of its benefits. For full-service, we manage the entire project and give you transparency every step of the way. Our platform allows us to offer a third option, which is a collaboration between our companies where you can hand-off parts of your self-service project as-needed, to accomplish objectives.



FLEXIBILITY. TRANSPARENCY. CONTROL.

MRCS was purpose-built for Risk Adjustment and HEDIS[®] projects, with fully integrated workflow. The platform supported over 500,000 chases to-date. HDVI began chart collection in 2009 and has grown to more than 80,000 locations across 47 states. Our US-based team, with headquarters in Burbank, California and a new client service center in Glendale, California, includes management and provider engagement personnel with a deep well of experience. The Chart Retrieval and Coding/Abstracting teams average 3 years' experience and have clinical and/or HEDIS[®] backgrounds. All Operations members own your mission and have meaningful incentives tied to your success.

FLEXIBILITY



Self-service MRCS enables you to maintain ongoing and concurrent reviews, allows for load-balancing of in-house resources, or by augmenting resources through collaboration with HDVI for better workload balance.

Utilize your own trained staff, with the credentials that you want to hire for. With self-service, there is no need to develop your own training program. We provide all training services and



Full-service, utilizing the HDVI team, provides fast and easy project starts for campaigns and sweeps. No need to worry about workload balancing, hiring expensive coders/abstractors or field techs.

Utilize our experienced and certified team. With full-service, there is no need to receive deep training within the platform, however, we will provide training within the areas that are necessary for management oversight, transparency and reporting/ analytics.



If the project becomes bigger than expected and you need help with collections or coding/abstracting, MRCS offers the ability to quickly and easily hand-off parts of the project to HDVI. It's nice to know you have the flexibility of a "safety net," should the need arise.

FLEXIBILITY. TRANSPARENCY. CONTROL.

TRANSPARENCY



Self-service enables you to have complete and total visibility into every stage of your project, with every tool in the toolbox and use of powerful real-time analytics.



Full-service provides visibility into every aspect of your project through drill-down capabilities in real-time analytics dashboards, access to view medical records in Chase Query, and ability

to overread the quality of the HDVI coding team.

CONTROL

Self-service enables you to have complete and total control over your projects; doing it your way at your pace. You control and deploy your own resources.

You control the use of all your own equipment, including scanners, existing desktop applications, and access to the MRCS platform.

Self-service allows you to maintain the closest possible relationship with your provider networks, which may factor in mitigating provider abrasion.

You have full ability to deploy and manage your collection and coding/abstracting teams, as well as their workload queues.

Of course, with total control comes total accountability. You may prefer to collaborate with HDVI and combine workforces to complete your projects. You maintain the control over all aspects of the project just as if they were your own team.

Full-service offers hands-free management of the resources required to complete a project, allowing you to focus on other parts of your business and manage the project with a 30,000 foot view.

You have full ability to disperse our collection teams rapidly across large geographic areas, trusting in our experience to collect the records efficiently



CHART COLLECTION/ACQUISITION

MRCs makes chart collection/acquisition faster and easier for healthplans, while increasing accuracy and eliminating provider abrasion.

SECURE VIRTUAL PRINT (SVP)

HDVI's Secure Virtual Print (SVP) allows you to receive charts from your provider network through the installation of a print driver on the provider's computer. The user simply "prints" the medical record, then it – along with all metadata (checklists, comments, time-stamps, etc.) – is transmitted directly into MRCs via a secure connection. The SVP interface continually updates on the user's computer, letting them know when charts are being requested, eliminating the need for phone calls, letters and faxes and, thus, provider abrasion.



REMOTE SVP (RSVP)

Remote Secure Virtual Print (RSVP) takes this concept one step further, by enabling our or your personnel to remotely access a provider's EMR system. RSVP delivers the future of medical record collection today, with unparalleled efficiency by completely eliminating the need to communicate chart requests to the provider's office, thus eliminating the time, cost and disruption associated with all other retrieval methods.

SECURE MEDICAL RECORD UPLOAD (SMRU)

Secure Medical Record Upload (SMRU) provides an alternative way to upload documents into MRCs by using a drag-and-drop interface. Multiple documents can be ordered within the interface, which are concatenated into a single document before becoming attached to the member profile through the Upload Wizard. Alternatively, multiple documents can be drag-and-dropped onto the member profile, before the Upload Wizard completes its steps.

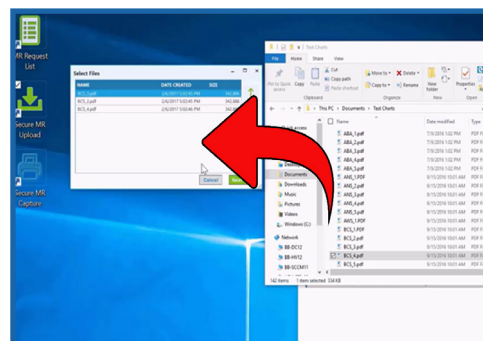
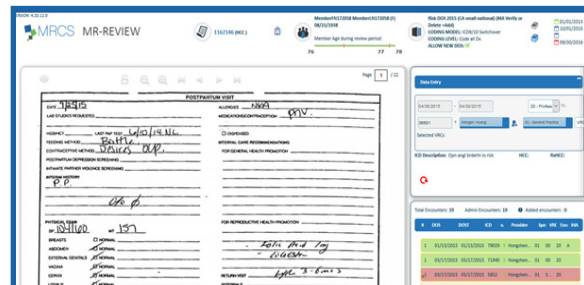


CHART CODING/ABSTRACTING

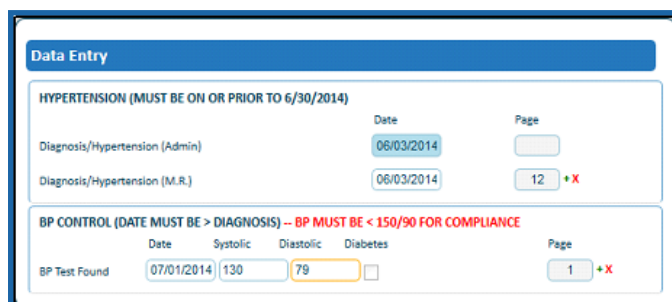
MRCS includes modules for Medical Record Review (MRR), Overread, Audit Wizard and more.

MEDICAL RECORD REVIEW (MRR)

The Medical Record Review (MRR) module is the entry point in the workflow for clinical coders. MRR enables coders to view medical records, enter or validate diagnosis codes associated with an encounter, capture provider data, and declare deficiencies in the record. Coders/abstractors then apply a Verification Reason Code (VRC) to explain the deficiencies, in accordance with CMS requirements, enabling you to identify inaccuracies in submitted diagnoses in real-time.



OVERREAD I & II



Data Entry

HYPERTENSION (MUST BE ON OR PRIOR TO 6/30/2014)

Diagnosis/Hypertension (Admin) Date: 06/03/2014 Page:

Diagnosis/Hypertension (M.R.) Date: 06/03/2014 Page: 12 +X

BP CONTROL (DATE MUST BE > DIAGNOSIS) -- BP MUST BE < 150/90 FOR COMPLIANCE

BP Test Found Date: 07/01/2014 Systolic: 130 Diastolic: 79 Page: 1 +X

The purpose of MRCS Overread I & II is to add additional verification of the accuracy of Coders' work in MRR and/or to verify CNR's (Certificates of No Record). HDVI's Reviewers are expected to meet an accuracy standard established during the training and testing period of the project. Those who do not are re-trained or removed. All charts that have passed overread are available to you for review and feedback.

AUDIT WIZARDS (RADV AND MRRV/HEDIS®)

Audit Wizards are used for CMS-initiated RADV audit as well as HEDIS® projects. All the audited HCCs can be loaded along with the member and chase information. The Audit Wizard automates matching coded HCCs with target HCCs, ranks "Best Medical Records," and generates audit documentation packages. Audit Wizards can also be used for Mock RADVs; the purpose is the same: find support for specific HCCs and determine how well medical record documentation supports them.

ENROLLEE ID	MEMBER ID	MEMBER NAME										
#100042097W	100042097	MemberFN1 MemberLN1										
Please select a maximum of 3 records.												
TARGET#	Target HCC Category	RESULT#	ADO	OTHER	CHASE ID	PROVIDER ID	PROVIDER NAME	DOS	DOS Through	I/O	MANIFESTATION	ENCOUNTER RPT
# - Target HCC Category: Heart												
82	Heart	82			317633	000290	JANICE PROST	10-12-2010	10-12-2010	0	March	0
82	Heart	82			323736	000290	JANICE PROST	10-19-2010	10-19-2010	0	March	0
# - Target HCC Category: Neoplasm												
80	Neoplasm	10			317628	018813	KENT REYNOLDS	7-15-2010	7-15-2010	0	March	0.208

MRCs PLATFORM

The MRCS platform offers customers 24/7 access to project dashboards, reporting and analytics in real-time, and tools for streamlining the exchange of critical data. Every provider, chase, and chart status is tracked in detail and reporting is available on the overall status, specific measure status, trend to completion, as well as drill-down capability to the actual chart itself.

SCREENSHOTS

Welcome to MCRC5

The most integrated and seamless platform for clinical data collection and analysis.

THE WORKFLOW

Provider Services: Users manage addresses, providers, chart numbers and use many of the automated features to interact with and retrieve medical records from provider offices. It is the most efficient and least intrusive way.

NLR Review: Doctors and abstractors review medical records in a secure digital environment and capture diagnostic codes, dates and any needed clinical data.

Overseer v2: Client users can further check the work performed by doctors, abstractors and overseers.

Management Portal: Provide a one-stop place to check on status, view reports, manage projects and issues, optimize results, respond to alerts and respond more...

NLR Intake: Users view "tophat" medical records received via fax, mail, email and utilize the use the intelligent search feature to associate the chart with the appropriate chase.

MCRSA: Users import all incoming medical records for legitimacy, consistency and accuracy. They are associated with the right numbers and providers.

Overseers: Overseers check the quality, accuracy and completeness of the work performed by doctors and abstractors.

Admin Portal: Managers of each job function/departments use the Admin Portal to assign and manage staff, deal with exceptions and more...

MCRC5 v4.2 - DID YOU KNOW THAT...

- The Provider module now has a searchable featured Provider database
- Getting records from provider offices is now even easier and more convenient with Secure Virtual Mail (SVF) and the new Field Tech Application
- There is much deeper analytics for Raw, NLRD, Stars and project metrics
- Audit Response for all projects is now highly automated with vitafix
- MCRC5 v4.0 works equally as well on traditional desktops and touchscreens

Provider Administration – Address Assignment

[illegible]

Medical Record Reviewer

The screenshot shows two computer monitors side-by-side. The left monitor displays an email client window titled "Client Alerts". The email body contains a "REQUEST FOR MEDICAL RECORDS" form from HDV-JJ dated 3/6/2013. The form includes fields for To (LEE, ROGER B), From (HDV-JJ), Phone ((352) 663-2465), Fax ((352) 663-5308), and Date (3/6/2013). Below the form is a paragraph explaining the request process and a note about privacy. At the bottom, it says "This REQUEST CONTAINS PATIENT INFORMATION PROTECTED BY PRIVACY LAWS. DO NOT SHARE OR TRANSMIT THIS". The right monitor displays a web application titled "Sub Adjustment (MCI)". It has a legend at the top with buttons for "Print", "Add", "Delete", "Cancel", and "Save Data". Below the legend are several input fields and buttons, including "Additional Information" and "SUBMIT".

Real-Time Project Analytics

Selected Project(s): IVA HDSB 22348 IVA HDSB 34321

CNR Status Dashboard

CNR Code

CNR Code	Count
CNR01	10,000
CNR02	1,000
CNR03	1,000
CNR04	1,000
CNR05	1,000
CNR06	1,000
CNR07	1,000
CNR08	1,000
CNR09	1,000
CNR10	1,000
CNR11	1,000
CNR12	1,000
CNR13	1,000
CNR14	1,000
CNR15	1,000
CNR16	1,000
CNR17	1,000
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CNR94	1,000
CNR95	1,000
CNR96	1,000
CNR97	1,000
CNR98	1,000
CNR99	1,000
CNR100	1,000

Measure Code

Measure Code	Count
MS01	1,000
MS02	1,000
MS03	1,000
MS04	1,000
MS05	1,000
MS06	1,000
MS07	1,000
MS08	1,000
MS09	1,000
MS10	1,000
MS11	1,000
MS12	1,000
MS13	1,000
MS14	1,000
MS15	1,000
MS16	1,000
MS17	1,000
MS18	1,000
MS19	1,000
MS20	1,000
MS21	1,000
MS22	1,000
MS23	1,000
MS24	1,000
MS25	1,000
MS26	1,000
MS27	1,000
MS28	1,000
MS29	1,000
MS30	1,000
MS31	1,000
MS32	1,000
MS33	1,000
MS34	1,000
MS35	1,000
MS36	1,000
MS37	1,000
MS38	1,000
MS39	1,000
MS40	1,000
MS41	1,000


- » Software-as-a-Service
- » Quick deployment
- » Secure chart transmission
- » Easy to use, drag-and-drop interface
- » Side-by-side chart image and audit viewer
- » Full control of workload balance and assignments
- » Real-time visibility
- » Full transparency of workflow at each step
- » Drill-down capability to charts
- » Configurable for complex orgs and business models
- » End-to-end integration
- » Collaborative workflow option
- » Audit submission packages
- » Training and support

WHY HEALTH DATA VISION INC.?




Health Data Vision, Inc. empowers payers to take control of their Quality/HEDIS[®] and Risk Adjustment initiatives, which are now critical revenue drivers that command executive attention and investment focus.

HDVI offers a comprehensive suite of products and services for any health plan

A 3D white figure stands to the right of a large rectangular box, pointing its right hand towards the list of services.

- US-based software technology company, founded in 2009
- National network of experienced Chart Retrieval teams
- Large workforce of certified Coders/Abstracters
- Provider Service Reps maintain provider relationships and work as an extension of your operation
- Leadership includes recognized market Influencers with track records of success
- Trusted by some of the largest health plans in the industry

A 3D white figure stands at the bottom center, holding a rectangular sign with the text 'Thank you!' in bold black letters.

Thank you!

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