

## Payer Checklist

### Customer Service

- DirectConnect™ – Onsite Customer Service
- CareAdvocate™ – Assists Participants in Managing Care
- FirstStep™ Maternity Management – Assists participants in achieving a healthy pregnancy
- Direct Access to Upper Management including the President of the Company
- Dedicated Service Teams
- Multi-Lingual Staff
- 24/7 Telephonic Benefits & Eligibility Verification System

EBA&M

Other Payer



### Claims Dollar Management

- InvestiGate™ – Fraud & Billing Abuse Detection
- Non-Network Claim Discount Program
- Disease Management & Wellness Programs
- Organ Transplant Programs
- On-site Health Clinics
- Claims Auditing & Training
- Access to Networks that Provide Superior Discounts including Anthem Blue Cross
- Subrogation Coordination
- Retain PBM Consultant
- Reference Based Pricing Experience



### Technology/Reporting

- PlanInsight™ – Data Analytics & Reporting Tool
- Internet Access to Real Time Claims Data
- Internet Based Enrollment Capabilities
- Online Claims Filing
- EBA&M Mobile App



### Systems/Process Controls

- SOC 1 Audit
- Penetration Test

