

How to Pick a Clearinghouse

7 Essential Criteria for Success – Compare Your Clearinghouse to RelayHealth Metrics



Quality

- 99% first-pass clean claim acceptance rate
- Real-time claims editing accelerates error resolution to expedite processing
- Actionable eligibility: EDI plus access to over 500 payer websites for service line detail



Connectivity

- 2,200 payers, more direct connections, less delays in processing



Regulatory and Payer Change Management

- Action taken on 90,000 regulatory and payer initiatives each year to proactively meet requirements for streamlined processing
- Involvement with key standards groups; co-chairs of strategic workgroups such as CAQH / CORE Rules and CAQH / CORE Payer Certification and Training



Quick Start-Up

- Patented enrollment technology expedites enrollment with payers
- APIs offer direct integration of financial processing within practice management and HIS systems



Experience

- RelayHealth Financial manages 3.3 billion acute and ambulatory financial transactions each year
- \$1.8 trillion in annual healthcare billing on behalf of healthcare providers
- 2,400 health systems, 630,000 providers and 21 clearinghouses rely on RelayHealth Financial for financial processing



Support

- 12 year recipient of the world-class Service Capability and Performance Standards (SCP) certification
- Real-time support and context-based help with ConnectCenter™
- Delivery of eligibility verification faster than the CAQH CORE standard



Technology

- The ConnectCenter business management portal provides increased visibility into overall transactions performance
- Patented throughput solution automatically routes transactions to speed processing
- Patented load-balancing ensures performance and scalability for rapid processing
- Performance benchmarking relative to peers and drill down capabilities for more insight