



Integrated Health Care

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Revenue Management Advanced and Revenue Management Direct FAQ

Q 1. Is there paperwork? Or is this just a piece of software that has a serial number?

A. You will need to order the Direct or Advanced version of the software, and we will send you a serial number. If you order Revenue Management Advanced, RelayHealth enrollment must be completed using the same process as done today. If you order Revenue Management Direct, you will need to specify which connection you are purchasing. No paperwork is required for either version of the software. Upon software installation, the End User License Agreement (EULA) must be accepted.

Q 2. We always had SendClaim do the setup and training. Is McKesson going to take that over? How much is it? How many hours is the setup and what does it entail?

A. The setup process has been significantly simplified from the original SendClaim application. The installation and configuration process is guided by a wizard that all VARs and end user customers will be able to perform with very little training. McKesson will continue to provide training as needed. The previous SendClaim installation, configuration and training is still available for \$300, and a \$50 Revenue Management web-based basic class will be offered.

Q 3. What is the difference between Revenue Management Advanced and Revenue Management Direct?

A. The Revenue Management Product Bulletin details the key features and benefits of Revenue Management. The differences between the two products are as follows:

- **Revenue Management Advanced** uses the RelayHealth clearinghouse to connect to payors and offers integrated eligibility, pre-claim edits for claim scrubbing, electronic remittance advice (ERA) processing, and integrated report viewing and claim status management.
- **Revenue Management Direct** connects directly to payors or to clearinghouses other than RelayHealth. It includes pre-claim edits for claim scrubbing, ERA processing and report management.

Q 4. I see that there is an add-on claim editing module. What are these and how much do they cost?

A. The core Revenue Management software includes billing-defined and user-defined preclaim edits. Customers can purchase an add-on claim editing module for \$300 per year per practice to provide additional pre-claim edits including Medicare Policy Edits, CCI Edits, CPT and Diagnosis Codes, Global Periods and Common Edits.

Q 5. Do we order this just as we would our normal Medisoft or Lytec software?

A. Yes. You will simply order the Revenue Management Advanced or Revenue Management Direct solution. When you order Revenue Management Direct, please specify which direct connections that you require.



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Q 6. When does the free year of Revenue Management under the current promotion start – (i.e., when it is purchased, when the serial number is created or when the product is installed)?

A. The free year of Revenue Management under the current promotion starts on the date that the serial number is created.

Q 7. How many versions back will McKesson support?

A. Revenue Management only works with Medisoft v15 and Lytec 2009. We will continue with our policy of supporting the current version and one version back. We will support SendClaim 3 until 1/2010 and SendClaim 4 until 12/31/2010.

Q 8. Does the \$300 for the add-on claim editor that provides CCI/LMRP edits have to be paid up front for add-on services?

A. Yes, this is a subscription that McKesson acquires from the AMA and must be paid at time of ordering.

Q 9. The additional connections in the Revenue Management Direct option are \$150 per payor connection. Is Availity considered one payor connection, or do customers that connect to Availity have to pay \$150 per insurance company?

A. Availity is considered to be one connection. Revenue Management Direct is \$900 per year for non billing services, \$1,200 per year for billing services each year after the free promotion year. That fee includes the first payor connection. If you require additional connections, there is an additional \$150 fee for each additional connection.

Q 10. When you convert from AVAP to Revenue Management Direct is Revenue Management Direct an ANSI Generator?

A. Revenue Management Direct will create an ANSI file to Availity and script the upload session as we do today, plus a lot more capability.

Q 11. With Revenue Management Direct, are you sending direct?

A. Think of Revenue Management Direct as our new direct module solution but with improved functionality and charged on a subscription basis. With Revenue Management Direct, we enable claims to be sent directly to payers with the exception of Availity and Capario (MedAvant), which are clearinghouses that route to payors.

Q 12. What clearinghouses (or connections) are being beta tested with Revenue Management?

A. RelayHealth (Revenue Management Advanced), Availity and Phoenix (Capario).



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Q 13. If we migrate a customer from an existing Direct Module to Revenue Management Direct does the customer have to be re-enrolled? What is the process?
Does the submitter ID number change?

A. If the customer is connecting to the exact same payor and not changing who they are sending the claims to, then it is an exact overlay. There are no new enrollments and the submitter ID does not change.

Q 14. There are concerns over the plan to embed Revenue Management in future versions of Medisoft and Lytec. How is this plan any different from Medisoft Version 12 when we embedded Claims Manager?

A. The SendClaim business was purchased with far more integration than Claims Manager went to market with so the two discussions are very separate. SendClaim was written to fulfill the missing pieces of Medisoft/Lytec EDI solutions including Claims Manager. Revenue Management is also a critical piece to the upcoming 5010 and ICD-10 changes.

Q 15. What does the \$150 fee for each additional payor connection cover?

A. This fee covers the cost of support and maintenance of the connection. We guarantee the connection if there is a payor change or an administrator change.

Q 16. I have customers on SendClaim Claim Manager 3 that are on the current version of Medisoft. I want to give my customers the free year of Revenue Management under the current promotion. How will that work?

A. You will need to upgrade Medisoft to Version 15 with the Revenue Management Service Pack. Depending upon how the customer is using Claim Manager 3, the customer may need to select or modify their existing connections.

Q 17. I'm enrolling a customer with RelayHealth and want to use Revenue Management Advanced. Are there any additional charges aside from the RelayHealth enrollment fees?

A. No. Once the customer installs the latest version of the practice management application their RelayHealth activation will work as it does today. The only difference will be additional features available with the Revenue Management software.

Q 18. What Revenue Management Direct connections are for sale?

A. The connections currently for sale are the same as our direct modules.