

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.

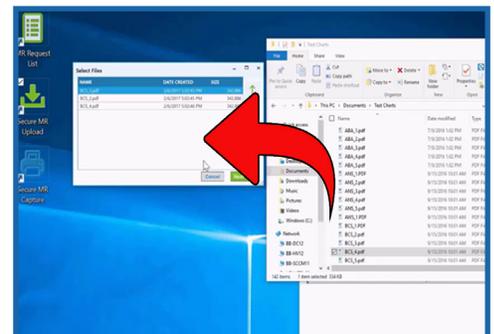
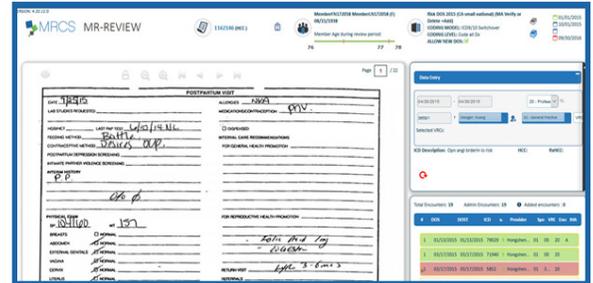


CHART CODING/ABSTRACTING

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

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

BP Test Found	Date	Systolic	Diastolic	Diabetes	Page
	07/01/2014	130	79	<input type="checkbox"/>	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	TARGET	Target HCC Catego	RESULT	ADD	OTHER	CHASE ID	PROVIDER ID	PROVIDER NAME	DOB	DOB Through	I/O	MANIFESTATION	ENCOUNTER R#F
F100042097W	100042097	MemberFNI MemberLNI	#	Target HCC Category: Heart											
			82	Heart	82			317633	000290	JANICE FROST	10-12-2010	10-12-2010	0	Match	0
			82	Heart	82			323736	000290	JANICE FROST	10-19-2010	10-19-2010	0	Match	0
			#	Target HCC Category: Neoplasm											
			80	Neoplasm	10			317628	018813	KENT REYNOLDS	7-15-2010	7-15-2010	0	Match	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 MRCS

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

THE WORKFLOW

Provider Services: Users manage addresses, providers, chart requests and use many of the automated features to interact with and review Medical Records from provider offices in the most efficient and least intrusive way.

MR Intake: Users view "orphans" medical records received via fax, mail and upload and use the intelligent search feature to associate the chart with the appropriate chases.

MR Review: Coders and abstractors receive work items in a queue and review medical records and capture diagnoses, service dates and any needed clinical data.

MRQA: Users inspect all incoming medical records for legibility, completeness, ensure they are associated with the right members and providers.

Overread 2: Client users can further check the work performed by coders and abstractors and overreaders.

Overread: Overreaders check the quality, accuracy and completeness of the work performed by coders and abstractors.

Homepage

PORTAL ACCESS

Management Portal: Provides a one-stop place to check on status, view reports, manage progress and issues, optimize results, request to audit request and more...

Admin Portal: Managers of each job function/department use the features of this area of MRCS to assign and reassign work, deal with exceptions and more...

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

- There is much deeper analytics for Risk, HEDIS, Stars and project metrics
- Audit Response for all projects is now highly automated with Vitaeid
- MRCS v4.0 works equally as well on traditional devices and touchscreens
- The Provider module now has a searchable National Provider Database
- Getting records from provider offices is now even easier and more convenient with Secure Virtual Mail (SVM) and the new Field Tech Application

Provider Administration – Address Assignment

MRCS PROVIDER ADMIN

ASSIGN ADDRESSES FOR NEW YORK

Drag elements to a Scheduler

Assign by Area Code	Assign by Zip Code	Assign by City	Assign by Network
000 (7)	100002000 (2)	Albany (2)	
010 (20)	100103000 (2)	Amherst (2)	
019 (2)	100104000 (2)	Amherst (2)	
051 (2)	100105000 (2)	Amherst (2)	
067 (5)	100106000 (2)	Amherst (2)	
082 (2)	100107000 (2)	Amherst (2)	

UNASSIGNED ADDRESSES IN ZIP 105092338

Address	City	State	Zip	Network	Assign
100107	Amherst	NY	100107	net	
100108	Amherst	NY	100108	net	

PROVIDER SERVICES REPS

Rep Name	Rep ID	Rep Name	Rep ID
Andi Harrison	001	Albert Ogilvie	001
Abigail Shattuck	001	David Taylor	001
Chris Thomas	001	Debra Fisher	001
James Smith	001	John Lee	001
James Mitchell	001	Jennifer Leonard	001
John Daniels	001	Joseph Brown	001
Robert Johnson	001	Kevin Adams	001
Michael Carter	001	Laura Garcia	001
Michael Stone	001	Marissa King	001
Marissa King	001		

Medical Record Reviewer

Chart Audit

Request for Medical Records

To: LEE, ROGER B. From: HDVJU
Phone: (352) 483-2495 Date: 3/5/2013
Fax: (352) 483-4306

REQUEST FOR MEDICAL RECORDS

You are receiving this medical record request because you previously verified the providers and patients on the attached list are at your location. As has already been discussed with a member of your staff, all records will be securely sent to us through our integrated HIPAA-compliant electronic system. Due to the sensitive nature of this request, we kindly request that you send the records as soon as possible.

Since we are the authorized collection agent for the health plan(s), we ask that you contact us directly with your questions by calling: HEDIS Provider Relations at Health Data Vision, Inc. at (866) 969-3222 ext. 3. If you have received this communication in error, immediately contact us at the number above.

Privacy Notice

THIS REQUEST CONTAINS PATIENT INFORMATION PROTECTED BY PRIVACY LAWS. DO NOT SHARE OR TRANSMIT THIS

Real-Time Project Analytics

Provider Admin | MRCS

Selected Project(s): IVA-HIDS-12345 IVA-HIDS-54321

CNR Status Dashboard

CNR Code

CNR Code	Number of Charts
CNR01	10,000
CNR02	5,000
CNR03	1,000
CNR04	2,000
CNR05	3,000
CNR06	4,000
CNR07	5,000
CNR08	6,000
CNR09	7,000
CNR10	8,000
CNR11	9,000
CNR12	10,000
CNR13	11,000
CNR14	12,000
CNR15	13,000
CNR16	14,000
CNR17	15,000
CNR18	16,000
CNR19	17,000
CNR20	18,000
CNR21	19,000
CNR22	20,000
CNR23	21,000
CNR24	22,000
CNR25	23,000
CNR26	24,000
CNR27	25,000
CNR28	26,000
CNR29	27,000
CNR30	28,000
CNR31	29,000
CNR32	30,000
CNR33	31,000
CNR34	32,000
CNR35	33,000
CNR36	34,000
CNR37	35,000
CNR38	36,000
CNR39	37,000
CNR40	38,000
CNR41	39,000
CNR42	40,000
CNR43	41,000
CNR44	42,000
CNR45	43,000
CNR46	44,000
CNR47	45,000
CNR48	46,000
CNR49	47,000
CNR50	48,000
CNR51	49,000
CNR52	50,000
CNR53	51,000
CNR54	52,000
CNR55	53,000
CNR56	54,000
CNR57	55,000
CNR58	56,000
CNR59	57,000
CNR60	58,000
CNR61	59,000
CNR62	60,000
CNR63	61,000
CNR64	62,000
CNR65	63,000
CNR66	64,000
CNR67	65,000
CNR68	66,000
CNR69	67,000
CNR70	68,000
CNR71	69,000
CNR72	70,000
CNR73	71,000
CNR74	72,000
CNR75	73,000
CNR76	74,000
CNR77	75,000
CNR78	76,000
CNR79	77,000
CNR80	78,000
CNR81	79,000
CNR82	80,000
CNR83	81,000
CNR84	82,000
CNR85	83,000
CNR86	84,000
CNR87	85,000
CNR88	86,000
CNR89	87,000
CNR90	88,000
CNR91	89,000
CNR92	90,000
CNR93	91,000
CNR94	92,000
CNR95	93,000
CNR96	94,000
CNR97	95,000
CNR98	96,000
CNR99	97,000
CNR100	98,000
CNR101	99,000
CNR102	100,000

Measure Code

Measure Code	Number of Charts
M01	100
M02	200
M03	300
M04	400
M05	500
M06	600
M07	700
M08	800
M09	900
M10	1,000
M11	1,100
M12	1,200
M13	1,300
M14	1,400
M15	1,500
M16	1,600
M17	1,700
M18	1,800
M19	1,900
M20	2,000
M21	2,100
M22	2,200
M23	2,300
M24	2,400
M25	2,500
M26	2,600
M27	2,700
M28	2,800
M29	2,900
M30	3,000
M31	3,100
M32	3,200
M33	3,300
M34	3,400
M35	3,500
M36	3,600
M37	3,700
M38	3,800
M39	3,900
M40	4,000
M41	4,100
M42	4,200
M43	4,300
M44	4,400
M45	4,500
M46	4,600
M47	4,700
M48	4,800
M49	4,900
M50	5,000

Member ID	MRCSCha	Measure	Code	CNR Code
100000001	000001	000001	000001	CNR01
100000002	000002	000002	000002	CNR02
100000003	000003	000003	000003	CNR03
100000004	000004	000004	000004	CNR04
100000005	000005	000005	000005	CNR05
100000006	000006	000006	000006	CNR06
100000007	000007	000007	000007	CNR07
100000008	000008	000008	000008	CNR08
100000009	000009	000009	000009	CNR09
100000010	000010	000010	000010	CNR10
100000011	000011	000011	000011	CNR11
100000012	000012	000012	000012	CNR12
100000013	000013	000013	000013	CNR13
100000014	000014	000014	000014	CNR14
100000015	000015	000015	000015	CNR15
100000016	000016	000016	000016	CNR16
100000017	000017	000017	000017	CNR17
100000018	000018	000018	000018	CNR18
100000019	000019	000019	000019	CNR19
100000020	000020	000020	000020	CNR20
100000021	000021	000021	000021	CNR21
100000022	000022	000022	000022	CNR22
100000023	000023	000023	000023	CNR23
100000024	000024	000024	000024	CNR24
100000025	000025	000025	000025	CNR25
100000026	000026	000026	000026	CNR26
100000027	000027	000027	000027	CNR27
100000028	000028	000028	000028	CNR28
100000029	000029	000029	000029	CNR29
100000030	000030	000030	000030	CNR30
100000031	000031	000031	000031	CNR31
100000032	000032	000032	000032	CNR32
100000033	000033	000033	000033	CNR33
100000034	000034	000034	000034	CNR34
100000035	000035	000035	000035	CNR35
100000036	000036	000036	000036	CNR36
100000037	000037	000037	000037	CNR37
100000038	000038	000038	000038	CNR38
100000039	000039	000039	000039	CNR39
100000040	000040	000040	000040	CNR40
100000041	000041	000041	000041	CNR41
100000042	000042	000042	000042	CNR42
100000043	000043	000043	000043	CNR43
100000044	000044	000044	000044	CNR44
100000045	000045	000045	000045	CNR45
100000046	000046	000046	000046	CNR46
100000047	000047	000047	000047	CNR47
100000048	000048	000048	000048	CNR48
100000049	000049	000049	000049	CNR49
100000050	000050	000050	000050	CNR50

- » 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



- 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



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